01.09.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Cancer genome research

THE MGH CANCER CENTER and the Wellcome Trust Sanger Institute of the United Kingdom have begun a new alliance in cancer genome research. The $13 million, five-year project will provide novel insights into genetic features of individual tumors that may determine their response to drug treatment.

Jeffrey Settleman, PhD, scientific director of the MGH Cancer Center, and his laboratory staff have amassed the largest collection of cancer tumor cell lines in the world – more than 1,200. "This collaborative study will make use of our cell line repository to identify genomic features that underlie drug sensitivity," says Settleman. "Such information will be of tremendous value in informing the design of clinical trials for targeted, anti-cancer drugs that currently are being developed and for informing treatment decisions with existing cancer drugs." The project is co-led by Daniel Haber, MD, PhD, MGH Cancer Center director, and Michael Stratton, FRS, and Andy Futreal, MD, of the Wellcome Trust Sanger Institute.

COLLABORATING: Haber, left, and Settleman

SPRUCING UP: The basement corridors before (inset) and after

Facelift

Major renovation project modernizes main campus basement hallways

MGHERS AND VISITORS should notice a big difference in the basement corridors of the main campus buildings – they are brighter, more contemporary and spruced up with new paint, ceiling and floor tiles, modern lighting and an attractive color scheme. The renovation project updates the hallways from the Wang Ambulatory Care Center through the White, Gray/Bigelow, Blake and Ellison buildings.

The project, led by MGH Planning and Construction, began in mid-December and will continue each weekend through February.

"We have reached the halfway point," says Ed Raeke, the project's facilitator and director of Materials Management. "Already there's a huge improvement to not only the aesthetics of the hallways but also the wayfinding throughout the corridors. With a lot of cooperation from MGH staff and visitors using alternate routes during the weekends, we have been able to accomplish a lot. We appreciate everyone's cooperation."

During the weekends, from Friday evenings through Monday mornings, the construction team has installed contemporary paint finishes and accents, stainless steel ceiling tiles and new quartz flooring, which is durable and scratch-resistant, and crews have created more defined spaces such as restroom areas and elevator bays. To clearly indicate the transitions between buildings in the lower levels, the basement hallways of each building will feature a signature color.

"This is an important project for our patients, visitors and staff so that all may move through the corridors easily and safely," says Jean Elrick, MD, senior vice president of MGH Administration. "The connection between the new Building for the Third Century and the main building's lower level hallways will be consistent, seamless, up-to-date and modern throughout."

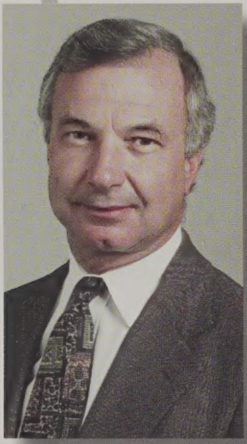
For more information about the project, contact Raeke at (617) 726-3686. ■

IN MEMORIAM

Alan D. Hilgenberg, MD

ALAN D. HILGENBERG, MD, co-director of the MGH Thoracic Aortic Center and a renowned expert on thoracic aortic aneurysms, died Dec. 25 after a long fight with pancreatic cancer. He was 64 years old.

A leader in the field of cardiothoracic surgery, Hilgenberg was an expert in the surgical management of thoracic aortic aneurysms. In 1999, he was named co-director of the newly created MGH Center for Thoracic Aortic Surgery, which brought together the fields of cardiology, cardiothoracic surgery, vascular surgery and vascular radiology. Under Hilgenberg's leadership, the center quickly established itself as a model for integrated research and laid the foundation for the later development of both the MGH Heart Center and the MGH Vascular Center.



A native of Parkston, South Dakota, Hilgenberg received his bachelor's degree from the University of South Dakota. After graduating with honors from the University of Michigan Medical School, he came to the MGH in 1969 as a resident in Surgery. Following service in the Army Medical Corps from 1971 to 1973, Hilgenberg returned to the MGH to resume his training and was named chief resident in Cardiothoracic Surgery in 1976. After spending time in Denver, he returned to Boston in 1981 and worked primarily at Mount Auburn Hospital, at the time an MGH satellite practice. He had been at the MGH full-time since 1996 and was appointed a clinical professor of Surgery at Harvard Medical School in 2006.

Hilgenberg is survived by his wife, Anne Kolker, MD, an anesthesiologist at Memorial Sloan Kettering in New York who trained at the MGH; his mother, Ruth; his children Mark, Matthew, Kate, Sarah and James Priest; his grandson, Bennett; his first wife, Joanna; and other family members, colleagues and friends. Funeral services were held Dec. 29. Gifts in his memory may be sent to the Thoracic Aortic Center c/o of the MGH Development Office, 165 Cambridge St., Suite 600, Boston, MA 02114.

ADVANCING CARDIOTHORACIC RESEARCH: From left, Daggett, Millington, Veilette and Madsen

Emergency preparedness: Would you

SEVERAL MAJOR ICE STORMS already have hit Massachusetts this winter, leaving thousands without electricity for days on end. Would you be ready for such a situation or an emergency of another type?

The MGH Emergency Preparedness (EP) Committee reminds MGH employees of the following steps to prepare for an emergency:

- Develop a family disaster plan. Have a home disaster kit and family communications plan in place.
- Know your MGH department's disaster plan and where to report in the case of an emergency.
- Keep your contact information up-to-date with your department and in PeopleSoft.
- Remember to take your employee ID home to have immediate access to your badge when not at the hospital.

In the event of a disaster:

- If on-site, report to your supervisor and stay on-site until dismissed.
- If not on-site and asked to respond, you must show your ID and enter the hospital through the Gray Lobby entrance on Blossom Street.
- Remain calm and flexible. You may be asked to fulfill an assignment or perform functions not normally part of your role.

Although the steps described above apply to employees, there are tips anyone can follow to prepare for an emergency at home or work. To help MGHers and visitors be ready for times of crisis, the MGH EP Committee will host an information table Jan. 14, from 7 am to 5 pm in the Main Corridor. Passersby can speak with emergency preparedness experts and obtain useful information as well as free emergency preparedness giveaways. Those who complete a short quiz automatically will be entered into a raffle for the chance to win one of two home emergency kits. All are encouraged to stop by the table to access helpful information.

For more information about preparing for emergencies, contact David Reisman, administrative director of Emergency Preparedness, at (617) 724-4163 or *dreisman@partners.org.* ■

Continuing the legacy

WILLARD M. DAGGETT, MD, retired MGH cardiac surgeon and founder of the MGH Laboratory of Surgical Cardiovascular Physiologic Research, mentored hundreds of surgical trainees during his 50-year career at the MGH. His influence has fostered innovative research in surgical techniques for heart transplantation and complex cardiac surgical repairs. Students, surgeons, colleagues and patients all have benefited from his work.

To continue to stimulate the advancements in the area of cardiothoracic research, Cary W. Akins, MD, and his colleagues at the MGH Division of Cardiac Surgery established the Willard M. Daggett Cardiothoracic Research Scholarship. All residents and fellows from any surgical specialty currently conducting or planning to conduct research in some aspect of cardiothoracic surgery at the MGH were encouraged to apply for the award.

DAGGETT'S INFLUENCE HAS FOSTERED INNOVATIVE RESEARCH IN SURGICAL TECHNIQUES FOR HEART TRANSPLANTATION AND COMPLEX CARDIAC SURGICAL REPAIRS.

The inaugural recipients of the scholarship were named at the Dec. 18 Department of Surgery Grand Rounds. Gregory Veillette, MD, and Timothy M. Millington, MD, both of the Department of Surgery, were awarded $5,000 each by Daggett and Joren C. Madsen, MD, section head of Cardiac Surgery and director of the MGH Transplant Center. Veillette is examining "The Effects of Donor Brain Death and Prolonged Cold Ischemia on Lung Graft Tolerogenicity," and Millington is exploring "The Induction of Immunologic Tolerance to Cardiac Allografts." The researchers will use their scholarship awards to help further their research experiences.

For more information about the scholarship, contact Madsen at (617) 724-1130. ■

be ready for a disaster?

WINTER WORRIES: A major ice storm is one type of winter emergency.

MGH and BWH compete in blood drive challenge

IN HONOR OF National Blood Donor Month, the MGH has taken on some friendly competition with BWH through the annual Employee Blood Drive Challenge. The contest, which began at both hospitals Jan. 1 and will run through Jan. 31, is designed to help combat winter blood shortages by promoting blood donations at both organizations. The hospital with the highest percentage of employee participation will be declared the winning team.

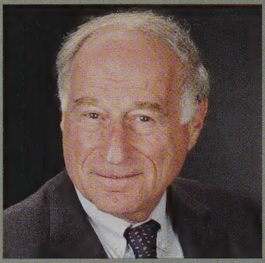
All MGH employees who participate during the competition automatically will be eligible to win a number of fun and exciting raffle prizes offered by the MGH Blood Donor Center. Prizes are provided by the MGH General Store and Flower Shop, the Clubs at Charles River Park, Charlestown Yoga, Healthworks, Cortiva Institute, Crush Boutique, Blackstone's of Beacon Hill and Cambridge Massage Therapy.

The Blood Donor Center is located in the Gray Lobby and is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. The center is open for platelet donations Monday through Thursday, from 7:30 am to 5 pm; and Friday, from 8:30 am to 3 pm. Walk-ins are welcome, and appointments are encouraged for platelet donations. For more information or to schedule an appointment, call (617) 726-8177.

01.09.09

MGH HOTLINE

Martin S. Hirsch, MD, honored as AAAS fellow



MARTIN S. HIRSCH, MD, of the MGH Infectious Disease Unit and Partners AIDS Research Center, has been elected an American Association for the Advancement of Science (AAAS) fellow in the medical sciences section. Hirsch is among 486 members honored for their scientifically or socially distinguished efforts to advance science. He was selected for his significant contributions to the field of medical virology and infectious diseases, particularly in the development of effective combination therapies for HIV infections.

WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will host the following free events for seniors age 60 years and older: an exercise class, "Get Warm, Stay Fit," Jan. 15, from 11 am to noon at the Clubs at Charles River Park with lunch served from noon to 1 pm; and a book club discussion of "The Spirit Catches You and You Fall Down" Jan. 15, from 3 to 4 pm at the West End Library. Registration is required for the exercise class. For more information or event registration, call (617) 724-6756.

Volunteers needed for Groundhog Job Shadow Day

MGH volunteers currently are needed to participate in the 14th annual Groundhog Job Shadow Day Jan. 30 from 9 am to 1 pm. Employees will host a student from one of the MGH's partner schools – East Boston High School or Health Careers Academy – and share their workday in an effort to increase awareness about careers in health care. For more information or to volunteer, contact Dan Correia at (617) 724-6424 or *dcorreia2@partners.org.*

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Mind Body Program for Mothers

The Benson-Henry Institute for Mind Body Medicine at MGH will offer a Mind Body Program for Mothers beginning Feb. 4. The eight-week course will cover topics such as relaxation, positive thinking, exercise and family relationships and will teach participants practical skills for managing stress and maximizing the joy of parenthood. Pre-registration is required, and the registration fee is $300. For more information or to register, contact Maureen Gilbert at (617) 643-6067 or *msgilbert@partners.org.*

Timilty Science Fair judges needed

The MGH/Timilty Partnership currently is seeking MGH volunteers to judge student projects at the annual science fair at the James P. Timilty Middle School in Roxbury. Volunteers are needed Feb. 2 through 5, from 8:45 to 11 am and may sign up for one or more days. Partners will provide round-trip transportation, departing each day from the MGH main campus at 8 am and returning at 11:45 am. For more information, call (617) 724-3210 or e-mail *jemccarthy@partners.org.*

IN GENERAL

Three leaders from the MGH recently were honored by the newspaper *El Planeta* as individuals who have made significant contributions to the health and well-being of the local Latino community. **Peter L. Slavin, MD,** president of the MGH; **Joseph Betancourt, MD, MPH,** director of the MGH Disparities Solutions Center; and **Ernesto Gonzalez, MD,** of MGH Dermatology; were named to *El Planeta's* El Poderometro 2008 (The Powermeter 2008), the publication's annual list of the 100 most influential individuals in the Massachusetts Latino community. *El Planeta* is the largest circulating Spanish-language newspaper in New England.

Charles A. Hales, MD, chief of the MGH Pulmonary and Critical Care Unit, has received the 2008 Distinguished Achievement Award from the American Heart Association's Cardiopulmonary, Perioperative and Critical Care Council. Hales was honored for his major contributions to the council's work as well as his significant professional contributions to the field.

Time Magazine has named the discovery of four potential new Alzheimer's disease genes by **Rudolph Tanzi, PhD,** director of the MGH-MIND Genetics and Aging Research Unit, and **Lars Bertram, PhD,** of MGH-MIND, to its list of the "Top Ten Medical Breakthroughs of 2008." Better understanding of how these and other genes may increase the risk of developing the disease may lead to the development of future therapies.

Barbara Blakeney, RN, MS, innovations specialist in the Center for Innovations in Care Delivery, part of the MGH Patient Care Services Institute for Patient Care, is a recipient of the 2009 Living Legends in Massachusetts Nursing Award from the Massachusetts Association of Registered Nurses (MARN). The award honors nurses who have made significant lifetime contributions to the profession of nursing in Massachusetts, either nationally or internationally. Among her many contributions, Blakeney has made significant strides in improving the application of technology, workforce safety and the practice environment. She will be formally honored by MARN during an awards ceremony in April.

Andrea Ciaranello, MD, MPH, of the MGH Infectious Disease Unit; and **Kenneth A. Freedberg, MD, MSc,** director of the MGH HIV Research Program in the Division of General Medicine, have received a grant from the Elizabeth Glaser Pediatric AIDS Foundation to study best practices in the fight against pediatric AIDS. Working with colleagues in Zimbabwe and France, the pair will conduct research to model the cost-effectiveness of programs for the prevention of mother-to-child transmission of HIV in Zimbabwe.

Erika Barrett, NP, of the MGH Cancer Center, recently was chosen the first recipient of the center's Hematology-Oncology Nurse Practitioner Excellence Award. To be presented annually, the award recognizes a nurse practitioner whose practice demonstrates excellence and expertise in clinical knowledge and decision-making, compassionate caregiving, teaching and mentoring and collaborative teamwork.

01.16.09

MGH HOTLINE

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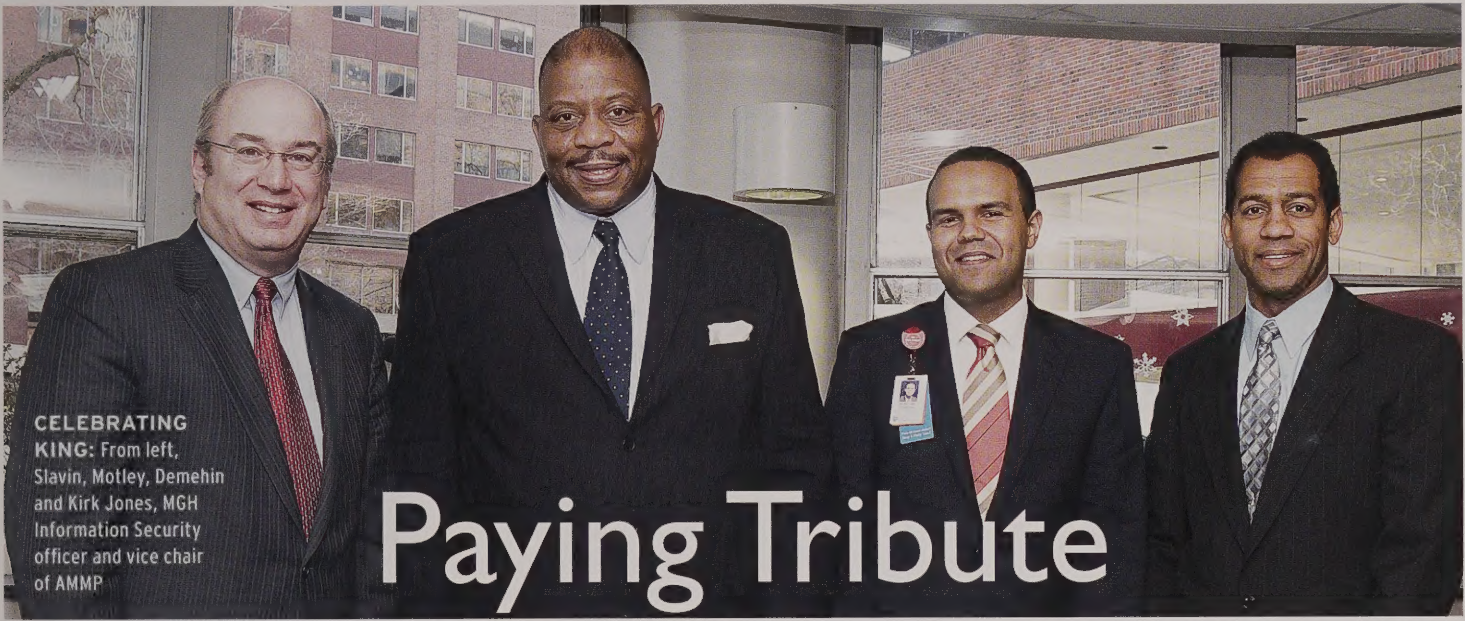

CELEBRATING KING: From left, Slavin, Motley, Demehin and Kirk Jones, MGH Information Security officer and vice chair of AMMP

Paying Tribute

MGHers remember Rev. Dr. Martin Luther King Jr.

FORTY-FIVE YEARS AGO, Rev. Dr. Martin Luther King Jr. delivered one of the nation's most eloquent and stirring speeches on the steps of the Lincoln Memorial in Washington, D.C. Today, as Americans prepare to inaugurate President-elect Barack Obama, the country's first African-American president, remembering King's legacy is even more poignant and meaningful.

On Jan. 9, MGHers paid tribute to King and reflected upon how far the nation has come in realizing his proverbial dream at a special event, "A Tribute to the Life of Rev. Dr. Martin Luther King Jr." The MGH and the Association of Multicultural Members of Partners (AMMP) sponsored the event, which took place in the East Garden Room. Special guest speaker J. Keith Motley, PhD, chancellor of the University of Massachusetts, provided the keynote address, remarking upon the MGH's commitment to its patients, employees and the community. He noted that the hospital carries on King's dream in its daily work caring for patients. Peter L. Slavin, MD, MGH president, and Jeff Davis, senior vice president of Human Resources, also gave remarks reflecting upon King's legacy. Father Martin Okwir of MGH Chaplaincy delivered a short prayer, and MGHers June Cottrell of MGH Beacon Hill Health Associates and David Maldonado of MGH Downtown, both finalists in last year's MGH Idol competition, sang moving musical selections.

"The spirit of caring, service and togetherness demonstrated by MGHers at this event each year is tremendously uplifting," said Akin Demehin, administrative director of the MGH/MGPO Center for Quality and Safety and chair of AMMP. "It is a fitting tribute to Dr. King's legacy."

MGH staff and employees are invited to attend another MLK celebration hosted by Partners HealthCare, the MGH and the MGH Disparities Solutions Center Jan. 28, from 3 to 4 pm in the Simches Research Center, Room 3110. Harvard Law School professor and author Charles J. Ogletree, JD, a senior adviser to President-elect Obama during the 2008 presidential campaign, will deliver the keynote address. Following the presentation, a reception will be held outside the conference room from 4 to 5 pm. ■

2008 Warren Triennial Prize awarded

THE MGH RESEARCH COMMUNITY gathered Oct. 29 to celebrate the presentation of the 2008 Warren Triennial Prize to Gary Ruvkun, PhD, of the MGH Department of Molecular Biology, and Victor Ambros, PhD, of the University of Massachusetts Medical School. The investigators were honored for their discovery that tiny molecules of RNA play a critical role in controlling the activity of important genes. Ruvkun and

Continued on page 2

PRIZE WINNERS: From left, Slavin congratulating Ambros and Ruvkun

– Prize

(Continued from page 1)

Ambros also were honored for the same work with the 2008 Lasker Award, along with David Baulcombe, PhD, FRS, of the University of Cambridge in the United Kingdom.

"Gary and Victor discovered something that was totally unexpected – that RNA itself could be a regulatory element at the level of gene expression and ultimately at the level of proteins," says Dennis Ausiello, MD, MGH physician-in-chief and a member of the committee that selected Ruvkun and Ambros for the Warren Prize. "Their remarkable findings led to the creation of an entirely new field of investigation, just the sort of work that should be honored with this award."

Established in 1871, the Warren Triennial Prize is named for John Collins Warren, MD, a co-founder of the MGH, who also performed the first surgical operation on a patient under ether anesthesia. Over the years, 22 Warren Triennial recipients also have received the Nobel Prize. Along with the afternoon symposium, at which the recipients discussed their work, the 2008 celebration was expanded to include an evening reception and dinner at the Liberty Hotel.

Nobel-Prize-winning geneticist Phillip A. Sharp, PhD, of the Massachusetts Institute of Technology, who spoke at the Warren Triennial dinner, says, "These two outstanding scientists complement one another – Gary, the impetuous conceptual designer of grand schemes, and Victor, the steady builder of large complex sets of experiments. Their research has changed how we understand diseases such as cancer and chronic heart failure and may provide new means of treating many diseases. The MGH can be proud that the excellence of their patient care is reflected in the excellence of their science."

Record number of heart transplants in 2008

TWENTY-EIGHT PATIENTS received lifesaving heart transplants at the MGH Heart Center in 2008. The total set a record for the program, which also completed more heart transplants than any other center in New England last year.

"Mass General has demonstrated a commitment to excellence in heart transplantation," says Joren Madsen, MD, DPhil, director of the MGH Transplant Center and section chief of Cardiac Surgery. "The directors of the Heart Transplant Program have been making improvements to the program continuously, and this year we have seen the impact of their work."

The 28 heart transplants represented a 70 percent increase over the number completed in 2007. In addition, the MGH also decreased patients' time-to-transplant wait after being placed on the organ list. Patients averaged just 15 days on the waiting list, and their length-of-stay in the hospital also averaged 15 days.

> **"MASS GENERAL HAS DEMONSTRATED A COMMITMENT TO EXCELLENCE IN HEART TRANSPLANTATION," SAYS JOREN MADSEN, MD, DPHIL, DIRECTOR OF THE MGH TRANSPLANT CENTER AND SECTION CHIEF OF CARDIAC SURGERY.**

The MGH has employed "a smart, aggressive approach to evaluate donors based on thorough monitoring," says Madsen.

"Our goal is to maximize the potential of every donor heart without affecting the outcomes of our patients," says Bruce Rosengard, MD, FRCS, surgical director for the Cardiac Transplantation Program. "We have shown that we can rapidly transplant listed patients. It is simple: the more patients we list, the more patients we will transplant."

Heart failure is a growing epidemic in the United States, with approximately 550,000 new cases diagnosed each year. To meet the need, the heart failure program at the MGH has improved patient access to specialty care and expanded its outreach to patients and physicians throughout New England, according to Marc Semigran, MD, director of the Cardiac Transplant/Heart Failure Program.

"We have launched a new technologies and offer heart failure patients access to advanced diagnostics and cutting-edge therapies under development at the MGH in conjunction with the National Heart, Lung and Blood Institute's Heart Failure Network," says Semigran.

Semigran and Rosengard both expect the program to grow, and they are working with Heart Center leadership to build the inpatient infrastructure necessary to support the continued growth. ■

Hand hygiene patient education video available

A PATIENT-FRIENDLY VIDEO intended to help educate patients, families and visitors about the MGH's hand hygiene program is now available on Channel 31 on the MGH's patient television system. Produced by the MGH STOP (Stop Transmission of Pathogens) Task Force, the video, called "Clean Hands Are Healthy Hands," is one tool caregivers can use to meet the Joint Commission's new 2009 requirement that all patients receive education regarding hand hygiene within 24 to 48 hours of their admission to the hospital. It is available in both English and Spanish.

In order to help patients conveniently access the video, the STOP Task Force currently is piloting the use of posters in select patient rooms that include instructions on viewing the video. These posters eventually will be installed in inpatient rooms throughout the hospital. All MGH caregivers are encouraged to assist their patients in watching the video and to answer any questions that may arise about the hospital's hand hygiene standards.

"It is important to engage and educate patients about our efforts to achieve excellence every day in hand hygiene and all other aspects of patient care," says David Hooper, MD, chief of the Infection Control Unit.

For more information about hand hygiene at the MGH, contact Judy Tarselli, RN, at (617) 726-6330 or *jtarselli@partners.org*. For more information about Joint Commission readiness efforts at the hospital, visit the MGH's "Excellence Every Day" Joint Commission preparedness site at *http://intranet.massgeneral.org/excellenceeveryday*. ■

Highlights of the MGH leadership meeting

MGH FINANCES, the Joint Commission, the clinical strategic plan and operational initiatives were featured topics of the Jan. 13 leadership meeting for managers and supervisors.

Peter L. Slavin, MD, MGH president, provided an overview of MGH finances. The hospital finished FY '08 slightly ahead of its operating budget but experienced a large nonoperating loss due to investment performance. Since the hospital's endowment primarily supports the capital budget, the operating budget is not greatly affected by these losses. Adjusting to this new fiscal reality, MGH management is putting together a capital budget for FY '09 that is significantly smaller than FY '08.

Slavin also discussed the recent *Boston Globe* Spotlight articles focused on Partners HealthCare. He showed an analysis of the MGH's costs in comparison to the other top 12 *US News & World Report* hospitals – the MGH's costs are in the lower half of this sample. He also explained that over the last eight years, Massachusetts health care premiums have increased 9.8 percent annually compared with 10 percent nationally. Slavin stressed that increasing health care costs are a serious national issue, not limited to Massachusetts.

John Belknap, MGH director of Corporate Compliance, provided an update on the hospital's work preparing for the unannounced Joint Commission survey. Belknap described how the hospital recently engaged consulting group the Greeley Company to assess the hospital's Joint Commission survey readiness. Greeley Company consultants were impressed with what they saw already in place at the hospital and found three priority areas for improvement: National Patient Safety Goals, the environment of care and MGH policy simplification. A new MGH Joint Commission accountability infrastructure has been developed in which each of the 18 Joint Commission hospital accreditation manual chapters is matched with a senior leadership owner and an operational lead. These owners and leads will drive efforts to improve performance on the standards. In addition to the new infrastructure, other initiatives have or soon will be launched. Patient Care Services and the Ambulatory Practice Support Unit each have established Excellence Every Day champion programs to engage colleagues in learning about quality and safety standards. Belknap ended his presentation by encouraging all to access the MGH Joint Commission intranet site at *http://intranet.massgeneral.org/excellenceeveryday* for helpful resources and information.

Next, Slavin presented an overview of the hospital's clinical strategic plan. He outlined how far the MGH has come since the beginning of the strategic planning process in 2003, reviewing the environment of 2008 and forecasting future challenges in the coming year. Some of the challenges of 2008 were payor rates covering only inflation, capacity constraints to volume growth, an increasingly competitive landscape and a flat inpatient market. Several of these constraints are expected to continue through 2010. Slavin explained that inpatient volume is expected to increase by 2.8 percent from FY '05 to FY '15 while outpatient volume is expected to increase by 8.6 percent during the same period. The hospital has experienced significant operating gains within the past 10 years, with outpatient business now driving the MGH margin trends. He concluded his clinical strategic plan update by adding that the MGH workforce continues to increase in diversity, and the number of new hires based on positive word of mouth has steadily increased.

Slavin concluded the meeting by reviewing the MGH FY '09 operational initiatives, describing how each initiative is owned by a senior administrator and when applicable a chief of service. The chart above lists the operational initiative to improve performance on selected core areas that present significant patient flow, revenue and cost challenges for the hospital. ■

MGH FISCAL YEAR 2009 OPERATIONAL INITIATIVES

INITIATIVE	SENIOR ADMINISTRATOR	CHIEF OF SERVICE
Length of Stay Management	Richard Bringhurst, MD	Dennis Ausiello, MD
Perioperative Patient Flow	Ann Prestipino	Andrew Warshaw, MD
Emergency Department Patient Flow	Peter Slavin, MD David Torchiana, MD	All Chiefs
Access to Inpatient Care	Jeanette Ives Erickson, RN	Alasdair Conn, MD
Supply Management	Jean Elrick, MD	James Thrall, MD
Research Densification	Richard Bringhurst, MD	Jerrold Rosenbaum, MD
ENABLING INITIATIVES		
Budget Performance Management	Sally Mason Boemer Jeff Davis	N/A
Process Improvement	Gregg Meyer, MD	N/A
Communication	Peggy Slasman	N/A

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WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will host the following free events for seniors age 60 years and older: a lecture series, "If You Are Hospitalized … Tips for Being Prepared" Jan. 22, from 11 am to noon in the Haber Conference Room with guest speaker Barbara Moscowitz, LICSW, MSW, director of Senior HealthWISE; and hypertension screenings Jan. 26, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

MGH anticoagulant program: Response to JC 2009 NPSG

All MGH inpatient and outpatient clinicians, nutritionists, pharmacists, nursing directors, practice managers, administrative directors and Coagulation Laboratory staff are strongly encouraged to attend one of three symposiums offered Jan. 26 in the O'Keeffe Auditorium from 7 to 9 am, 11 am to 1 pm, and 4 to 6 pm. The sessions will help educate MGH staff about the hospital's response to the new Joint Commission (JC) National Patient Safety Goal (NPSG) on anticoagulation. Guests will hear a presentation about the new MGH policy on anticoagulation management and have the opportunity to ask questions. The meetings will be broadcast to health centers via video conference. For more information, contact Erin Cox, MS, ACNS-BC, CCRN, clinical nurse specialist, at (617) 726-3741 or pager #34321.

Replacement fees for MBTA Charlie Cards and MGH ID badges

Beginning Jan. 20, there will be a replacement fee of $10 for lost MBTA Charlie Cards and a fee of $15 for lost MGH ID badges. Both of these fees may be deducted from payroll. These fees are necessary to offset the increasing expense of administering the access and transportation programs. There will be no replacement fee for broken or defective Charlie Cards or badges that are returned. MGH Photo ID is open Monday through Thursday, from 7:30 am to 4 pm, and Friday, from 10:30 am to 4 pm. MGH Commuter Services is open Monday through Friday, from 8:30 am to 4:30 pm. Both are located in Wang 232.

MGH Hotline launches new look

With the new year *MGH Hotline* launches a new look. The newsletter now features a contemporary look and new design. To share feedback, send an e-mail to *hotline@partners.org*.

IN GENERAL

Marcus Altfeld, MD, PhD, associate professor of Medicine and director of the Innate Immunity Program at the Partners AIDS Research Center, is one of six recipients of the Doris Duke Distinguished Clinical Scholar Award from the Doris Duke Charitable Foundation. The five- to seven-year, $1.5 million awards recognize outstanding leadership in clinical research and enable physician-scientists to bridge the gap between biomedical research and clinical applications that improve human health. Altfeld plans to use the funds to further his work aimed at understanding the correlates of protective immunity in viral infections, and in particular, how the initial activation of the innate immune system by pathogens shapes the quality of the adaptive immunity. The longterm goal of this research is to harness innate immunity for the development of protective vaccines.

The Partners Center for Connected Health has received a $25,000 grant from the Verizon Foundation to support the development of its Connected Health Diabetes Program, a web-based monitoring program for diabetes patients at Partners hospitals including the MGH. The program allows patients to electronically monitor their blood glucose readings and track medication and lifestyle information that could affect their readings. In addition, the program allows health care providers to view patient data and send secure messages to their patients. The grant will be used to gather feedback from patients and clinicians to help improve this unique tool.

Submit news tips and story ideas to the MGH Hotline

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DETERMINED WALKERS: MGH Diabetes Center staff who participated in their annual Pedometer Challenge.

Happy feet

THIRTY-FIVE STAFF MEMBERS from the MGH Diabetes Center recently stepped up to participate in the center's third annual Pedometer Challenge, which began as an effort to encourage a healthy and active lifestyle, promote teamwork among Diabetes Center staff and encourage exercise during the hectic holiday season. During the competition, which was held from Nov. 3 through Dec. 14, participants were divided into five teams and pledged to wear a pedometer to track their daily number of steps. The winning team – comprising Andrea de Manbey; Nancy Kingori; Lorna Lampert; Steven Russell, MD, PhD; Alex Soukas, MD, PhD; Barbara Steiner; and Christine Stevens, RN – tallied an incredible 3,364,368 steps during the six weeks of the competition. In total, challenge participants walked a whopping 15,246,002 steps.

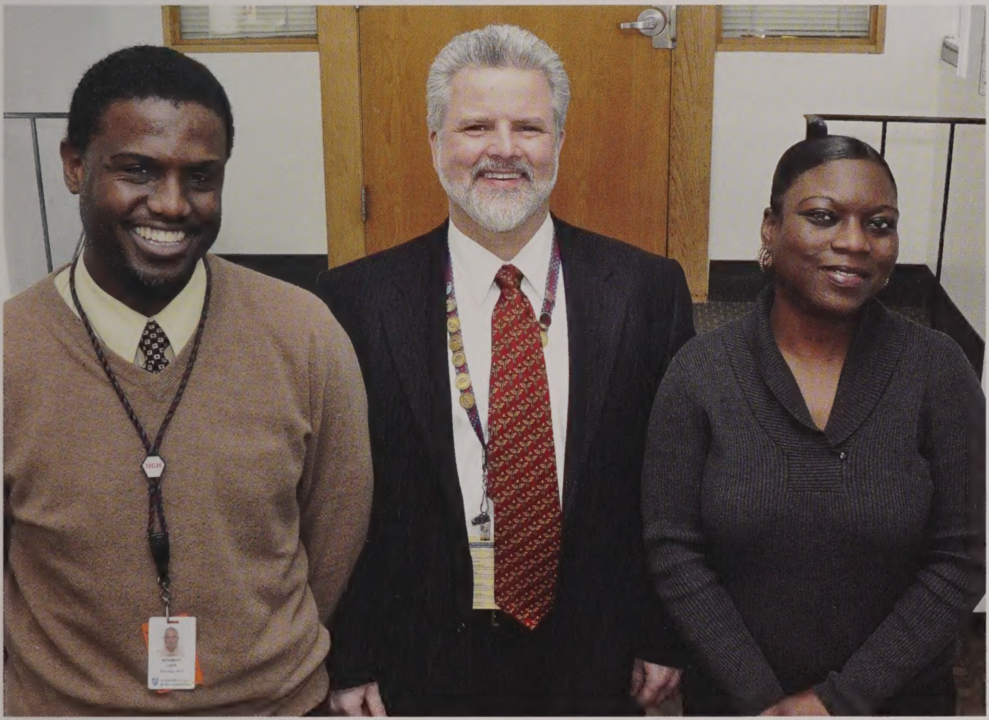
01.23.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Building a Career

Celebrating a decade of training employees for success



STEPPING STONE TO SUCCESS: From left, McHurley Louis, Bartell's manager; White; and Bartell

TEN YEARS AGO, Phyllis Bartell of the MGH Department of Radiology began her climb up the career ladder. Since then, she has not looked back.

In 1998, Bartell was searching for work when she learned of Project RISE (Reaching Individuals Striving for Excellence), a Partners-sponsored job-readiness program. A brand-new initiative at that time, the rigorous seven-week course prepared Bartell for employment in the health care field by providing training in resume writing, interviewing, workplace etiquette, computer programs and other job skills. She entered the program in October 1998 and by December of that same year had obtained full-time employment at the MGH. Today, she is a mainstay of the MGH Radiology Service Center, spending her busy days helping patients schedule appointments.

"Project RISE gave me discipline and has

(Continued on page 2)

Improving workplace safety through ergonomics

AT THE MGH, ergonomics plays an important role in workplace safety. Many employees perform physical tasks – such as lifting patients, pushing heavy carts or standing on their feet for long periods of time – that place them at increased risk for on-the-job injuries. Recently, two teams of students from the Harvard School of Public Health (HSPH) teamed up with Partners Ergonomics, a division of the Partners Occupational Health Service, to evaluate the workplaces in MGH Interventional Radiology and MGH Linen Services to provide recommendations.

The monthlong assessment began with the HSPH students assessing both departments for problem areas. In Interventional Radiology, common tasks such as lifting patients without the aid of equipment, standing for extended periods of time wearing heavy lead aprons and using poorly designed computer workstations were identified as issues that could lead to injury. In Linen Services, the concerns included staff frequently lifting heavy items and pushing and pulling heavy cartloads. By interviewing employees and carefully observing them at work, the HSPH students were able to make specific recommendations – many of them inexpensive – that can help to improve the safety of staff in these departments.

Kathleen Kelly, manager for Linen Services, is impressed with the evaluation her department received. "The students did a very thorough job reviewing all aspects of Linen Services, from loading carts to making deliveries to clearing soiled linen," she says. "Every day, the department staff handles 27,000 to 28,000 pounds of linens, and I welcome assistance from the Ergonomics team to show us areas where we can improve. I am looking forward to having Partners Ergonomics Specialist Jenny deSa return to teach the staff proper techniques for lifting, bending and loading carts."

The Partners Ergonomics team is available to conduct workplace evaluations for departments and individual employees. For more information, contact Tucker O'Day, program manager for Ergonomics, at (617) 726-6548 or *eechlinoday@partners.org.*

Date: November 7, 2008
PAY TO THE ORDER OF: Massachusetts General Hospital Cancer Center
$80,000.00
IN THE AMOUNT OF: Eighty Thousand and 00/100 Dollars
MASSACHUSETTS GENERAL HOSPITAL CANCER CENTER
The Kenneth Stanton Fund

A SON'S GIFT: From left, David Harmon, MD, of the MGH Cancer Center; Matt Marrel; Ann Vermette, Justin's mother; Derek O'Connor; Justin Stanton; Tiffany Stanton, Justin's sister; Michael Riddell; Marie Riddell; Lauren Burgess; Jimmy Toscano; and Justin's grandparents Rosemarie and Emile Vermette

A gift in loving memory of a father

WHEN HIS FATHER Kenneth died of a brain tumor at age 48 in 2005, then 17-year-old Justin Stanton knew he wanted to honor his father's memory in a way that would help others. With this purpose in mind, Justin began raising support for cancer research and treatment at the MGH Cancer Center, where his father was treated. Since he began his mission in 2005, he has raised more than $170,000 for the MGH Cancer Center by coordinating a golf tournament, a walkathon and wristband campaign.

"THE CANCER CENTER GAVE ME THE OPPORTUNITY TO GROW UP WITH MY FATHER," JUSTIN SAYS

Justin presented the MGH with his most recent gift of $80,000 on Nov. 7 to the Kenneth Stanton Fund for Sarcoma, which he established in his father's honor, and the Dr. Mehmet Toner Fund, which supports research on an innovative microchip-based device developed at the MGH. The device, called the CTC-chip, detects and analyzes circulating tumor cells in the blood and may be an invaluable tool in monitoring and guiding cancer treatment.

Kenneth Stanton was diagnosed with bone cancer two months before Justin was born, and three years later he was diagnosed with the brain tumor. "He lived a full life for 17 years since his first diagnosis with help from the MGH," Justin says. "The MGH Cancer Center gave me the opportunity to grow up with my father."

For more information about the Kenneth Stanton Fund for Sarcoma or the Dr. Mehmet Toner Fund, contact Devon Fenwick of the MGH Development Office at *dfenwick@partners.org.* ■

– Career success

(Continued from page 1)

helped me every day in my job," she says. "I've been able to enhance my skills by training in different departments of Radiology, which has helped me do my job efficiently."

Bartell is just one of hundreds of success stories that have come out of Project RISE, which in 2003 evolved into the Partners in Career Workforce Development (PCWD) program. Over the last decade, more than 350 people have received training through Project RISE/PCWD, with more than 80 percent gaining full-time employment. The program celebrated its tenth anniversary in October 2008.

Alfred "Fred" White, operations manager for Clinical Support Services within the Department of Radiology, is a longtime supporter of PCWD. "This program is a win-win for all," he says. "A lot of time and effort go into preparing the candidates for entry into the workforce, and as a hiring manager, you can be certain that each candidate has completed the necessary qualifications. We have had many PCWD-trained employees like Phyllis over the last 10 years, and it has been very rewarding for me to work with this worthwhile program."

Says Cynthia Briggs, director of PCWD: "This program truly is a team effort. The support of MGH Human Resources – particularly Steve Taranto, Megan Bradley and Carlyene Prince-Erickson and their teams – has been invaluable to our success."

For more information about PCWD, visit *www.partners.org/pcwd* or contact Briggs at (617) 585-2843 or *cbriggs@partners.org.*

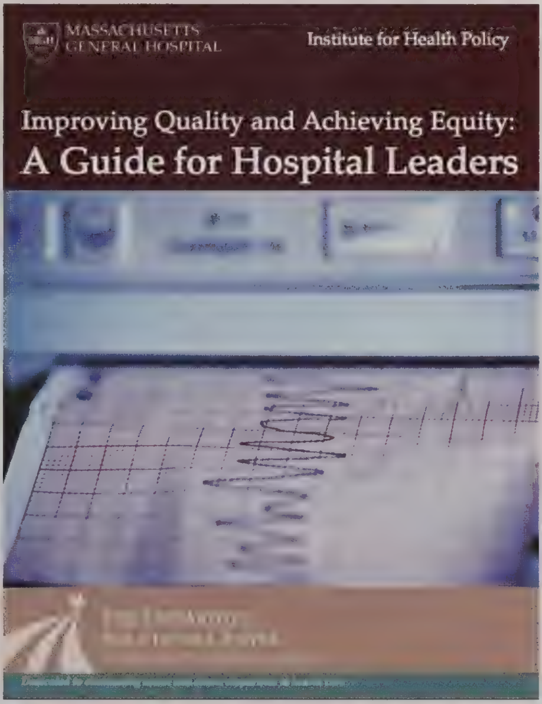
Leading the way in addressing health care disparities

MANY AMERICANS probably assume that the health care they receive from their providers is the same that every other individual with the same symptoms would receive. But sadly, that is simply not true. Studies show that minority patients often receive lower-quality health care than their nonminority counterparts at the same medical facilities despite similar symptoms and health insurance coverage.

Unfortunately, relatively few hospitals and health care organizations in the United States have established a system to address these alarming discrepancies. But the MGH Disparities Solutions Center (DSC), the first hospital-based center of its kind devoted to addressing and eliminating disparities in health care, is leading the charge to help hospital leaders nationwide begin work to end health care disparities at their institutions. Under the auspices of Joseph Betancourt, MD, MPH, director of the DSC, the center has launched a guide for hospital leaders called "Improving Quality and Achieving Equity: A Guide for Hospital Leaders." The manual is designed as a resource to offer health care executives a basic blueprint to begin addressing health care disparities at their organizations.

Free and available online at *www.massgeneral.org/disparitiessolutions/guide.html,* the guide presents evidence for racial and ethnic inequalities in health care and provides the rationale for addressing the issues with a focus on quality, cost, risk management and accreditation. Hospital leaders using the guide will find model practices of various leading hospitals and a set of activities and resources that can help initiate an agenda for action.

"The intent is for the guide to be used by hospital CEOs, vice presidents and others responsible for quality, safety, finance and risk management to take action," says Betancourt. "It is applicable to all types of hospitals – rural, urban, public, private and Veteran's Administration. With this resource, leaders in a position to initiate change can begin to forge improvements and build awareness at their organizations from the top down."



MASSACHUSETTS GENERAL HOSPITAL

Institute for Health Policy

Improving Quality and Achieving Equity:

A Guide for Hospital Leaders

THE MANUAL IS DESIGNED AS A RESOURCE TO OFFER HEALTH CARE EXECUTIVES A BASIC BLUEPRINT TO BEGIN TO ADDRESS HEALTH CARE DISPARITIES AT THEIR ORGANIZATIONS.

The guide also includes a thorough discussion of peer-reviewed literature, key interviews with hospital leaders and case studies of innovative approaches that hospitals have undertaken to identify and address disparities and work toward equity. Disparities in health care come at a personal and societal price – poorly managed care results not only in tragic personal consequences but also expensive and avoidable complications.

For more information about the MGH Disparities Solutions Center, access *www.massgeneral.org/disparitiessolutions.* ■

Moving breakthroughs beyond the bench

THE MGH IS A HUB of scientific research and discovery, but translating these breakthroughs into commercial applications can be a challenging and sometimes confusing process. In an effort to guide MGH investigators interested in pursuing this path, the MGH Office of Research and Licensing, in collaboration with the MGH Office of Research Career Development, has created the Invention Liaison Program (ILP). The ILP assists MGH investigators in evaluating their discoveries, protecting their intellectual property, commercializing their work, understanding general issues of technology transfer and working with industry.

At the core of the ILP are two groups of liaisons – program and advisory – who each play an integral role in helping MGH researchers. Program liaisons concentrate on working one-on-one with investigators in a specific area – devices, imaging, biomaterials, biology or medicine – that best matches that liaison's background and expertise. A larger group of advisory liaisons is also available to any MGH researcher by request to help provide guidance on specific issues. All liaisons are MGH faculty members experienced in various aspects of intellectual property protection and technology transfer and commercialization.

Mark Poznansky, MD, PhD, an associate professor in the MGH Infectious Disease Unit, is one of the four program liaisons along with Melissa Thomas, MD, PhD, of the Department of Endocrinology; Brett Bouma, PhD, of the Wellman Center for Photomedicine; and Orhun Muratoglu, PhD, of the Orthopædic Biomechanics and Biomaterials Laboratory. Poznansky brings a wealth of personal experience to the role – he has been involved in multiple biotechnology startup companies, helping organize licensing deals and develop intellectual property – and encourages his fellow scientists to utilize the resources available through the ILP. "The ILP is incredibly valuable," he says. "This type of program didn't exist when I began at the MGH, and as I went through the process of commercializing my work I remember thinking, 'other faculty here must already know how to do this.' Now, through the ILP, there is a structure that allows MGH scientists to tap into that knowledge base and network of contacts in the field."

For more information about the ILP, visit *http://rvl.partners.org/resource_center/invention_liaison_program/ILP.*

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MGH HOTLINE

WHAT'S HAPPENING

Melanoma Lecture Series

As part of its Melanoma Lecture Series, the MGH Melanoma and Pigmented Lesion Center will host "Reducing Melanoma Deaths" Feb. 3, from 9 to 10 am in the Simches Research Center, Room 3110. A reception will begin at 8:45 am. Martin Weinstock, MD, professor of Dermatology and Community Health at Brown University, will be the guest speaker. For more information or to obtain a temporary ID badge to enter the Simches Center, contact Brie Trefrey at (617) 724-6082 or *btrefrey@partners.org*.

Presentation on IRB issues for bench and desk scientists

The MGH Clinical Research Program and the Human Research Committee are co-sponsoring "IRB Issues for Bench and Desk Scientists" Feb. 5, from 3:30 to 4:30 pm in the Simches Research Center, third floor. Libby Hohmann, MD, chair and director of the Partners IRB, will discuss ethical, regulatory and institutional issues relevant to analysis of human biological samples and medical records; survey and questionnaire studies; and databases. To register, visit *http://hub.partners.org*. For more information, contact Suzanne Guerette at (617) 724-2900 or *sguerette@partners.org*.

Timilty Science Fair judges needed

The MGH/Timilty Partnership currently is seeking MGH volunteers to judge student projects at the annual science fair at the James P. Timilty Middle School in Roxbury. Volunteers are needed Feb. 2 through 5, from 8:45 to 11 am and may sign up for one or more days. Partners will provide round trip transportation, departing each day from the MGH main campus at 8 am and returning at 11:45 am. For more information, call (617) 724-3210 or e-mail *jemccarthy@partners.org*.

MLK celebration

In honor of Martin Luther King Day, Partners HealthCare and the MGH Disparities Solutions Center will host "A Celebration of the Legacy of Rev. Dr. Martin Luther King Jr." Jan. 28, from 3 to 4 pm in the Simches Research Center, third floor. Charles J. Ogletree, JD, Harvard Law School professor and a senior adviser to President Obama during the 2008 presidential election, will be the guest speaker. A reception will be held immediately following the program. For more information, call (617) 724-3963.

Elder care discussion group

The Partners Employee Assistance Program will host its monthly elder care discussion group Feb. 10, from noon to 1 pm in the Yawkey Center, Room 10650. The facilitators will be Janet T. Loughlin, LICSW; and Barbara Moscowitz, LICSW. For more information, call (617) 726-6976 or visit *www.eap.partners.org*.

STEPPING UP FOR GOOD HEALTH: Be Fit 12's "Day Care Divas" team, comprising employees from the SDSU OR, came out in full force to see how their health measured up one year after completing the program.

Building healthy lives with Be Fit

THE MGH'S BE FIT PROGRAM, an initiative aimed at helping employees maintain healthy lives through good nutrition and regular exercise, has changed the lives of hundreds of MGHers since it was first implemented at the hospital in 2005. While many participants have made significant improvements in their health during the 10 weeks of Be Fit, one of the program's main goals is to help individuals make these changes a permanent part of their lives. To that end, a research team has been studying the long-term effectiveness of Be Fit, monitoring key health measures such as cholesterol levels, body fat percentage, weight and blood pressure at the beginning of the program, at its completion and again one year after participants complete the program. Last month, Be Fit staffers completed a record number of these one-year assessments on the "survivors" of Be Fit 12. Leading the turnout for the evaluations was the "Day Care Divas" team, comprising staff from the Same Day Surgical Unit (SDSU) Operating Room.

Be Fit also celebrated a second milestone with the completion of Be Fit 15. During a special awards ceremony Nov. 25, participating teams were celebrated for their accomplishments in a number of categories. The "Thin Slices" Ultrasound and Radiology team took top honors in three categories – number of food logs, number of exercise points and total weight loss – while the "Lean and Clean" group from Environmental Services ranked first in number of steps taken and in the Relaxation Response category, a technique similar to meditation taught by the Benson-Henry Institute for Mind Body Medicine at MGH. Other teams participating in Be Fit 15 were "Active Antibodies" from Pathology, "Fit Phat Pharm" from Pharmacy, "Force Be Fit You" from the Office of Research Career Development and "Jags" from Nutrition and Food Services.

For more information about Be Fit, visit *http://intranet.massgeneral.org/befit*.

Submit news tips and story ideas to the MGH Hotline

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Let the Show Begin…

ABC News to begin taping documentary based at the MGH

BEGINNING FEB. 2 and continuing through early June, the MGH will host a production team from ABC News as they film various MGH clinicians, staff, patients and their families for a hospital-based documentary set to air in the summer of 2010. The series comes on the heels of a similar program ABC News produced last summer, featuring Johns Hopkins Hospital.

During 2008, ABC News approached the MGH and expressed interest in filming its next hospital documentary here. ABC Executive Producer Terry Wrong met with MGH senior leaders to discuss the project. During numerous meetings – which included MGH physician and nursing leadership, hospital administration, police and security, program directors and attorneys – all aspects of patient care, quality, safety and confidentiality were considered. In the end, MGH senior leadership made the decision to move forward with ABC News to participate in the project.

The following are some general questions and answers regarding the project.

THE MGH AND ABC NEWS HAVE CREATED A SPECIFIC PATIENT CONSENT FORM FOR THIS DOCUMENTARY. ALL PATIENTS WHO APPEAR IN THE PROGRAM WILL HAVE SIGNED THE FORM.

What can MGH staff and employees expect to see? From their temporary headquarters based on Warren 8, the ABC production team will be deployed to various areas of the hospital to capture moments as they happen. Filming will take place in a discreet and unobtrusive manner using only hand-held cameras. This style

Continued on page 2

Ensuring a safe inauguration

ON JAN. 20, people across the world witnessed a milestone in U.S. history – the inauguration of the country's first African-American president, Barack Obama. Millions watched the event on television or gathered in Washington, D.C., to be a part of this groundbreaking occasion.

Among those in attendance at the inauguration were individuals volunteering their time and skills to help ensure the safety of the throngs of people witnessing history. Susan M. Briggs, MD, MGH trauma surgeon, led a team of 43 medical volunteers – including MGH physicians, nurses, administrators and pharmacists – who are part of the International Medical Surgical Response Team (IMSuRT). The group was deployed on behalf of the U.S. Department of Health and Human Services and the National Disaster Medical System to attend to medical or surgical emergencies.

"Our field hospital was on standby for a mass casualty event, which fortunately did not happen at the inauguration," says Briggs. "There were a number of individuals who were treated for the cold, and we sent some staff members to help in other first aid stations in the area."

With sponsorship from the MGH, Briggs founded IMSuRT in 1999. The nationwide emergency response team has volunteers affiliated with three academic medical centers that are known individually as IMSuRT East, South and West. Many of the IMSuRT East volunteers are MGH staffers, but the deployment in Washington, D.C. included volunteers from all three groups working together as a single team. ■

INAUGURATION EMERGENCY RESPONSE PREPARATIONS: The MGH IMSuRT team set up a mobile pharmacy with assistance from the MGH Pharmacy.

The MGH and United Way thank employee donors

THIS YEAR, more MGH employees than ever before contributed to the hospital's United Way campaign, garnering more than $500,000 for the organization, which helps support vital community programs and services. To celebrate this achievement, a breakfast was held Jan. 22 at the Holiday Inn Select for MGHers who were randomly chosen from a pool of employee donors. Speakers included Peter L. Slavin, MD, MGH president; Michael Durkin, president and chief executive officer of the United Way of Massachusetts Bay and Merrimack Valley (UWMBMV); Robert Mahoney, executive vice chairman of Citizens Financial Group and chairman of the Board of the UWMBMV; and Mario Pires, a participant in the Roca program, a project supported by the UWMBMV that promotes healthy child development, opportunities for young people and sustainable employment.

The 2008 MGH United Way campaign was spearheaded by co-chairs Gregg Meyer, MD, senior vice president for the MGH/MGPO Center for Quality and Safety, and Andrea Beloff, senior administrative director of Radiation Oncology.

For more information about the United Way, access *http://supportunitedway.org/.* ■

MAKING A DIFFERENCE WITH THE UNITED WAY: Meyer, Amanda Angell, director of Corporate Relations for UWMBMV; Molly Baldwin, executive director of Roca; Durkin; Mahoney; Pires; and Slavin

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– ABC News

(Continued from page 1)

of filmmaking is referred to as *cinéma vérité* and is much like being a "fly on the wall." MGHers may notice a cameraman with or without an ABC producer following specific caregivers and patients at appointments or procedures. Typically, news crews on the MGH campus are accompanied by a member of the Public Affairs Office, but because of the breadth and scope of this project, the ABC News team will have access throughout the hospital. Every ABC staff member will be wearing a hospital ID badge.

What has been done to ensure patient confidentiality?
Patient confidentiality and security have been thoroughly vetted for this project. The MGH and ABC News have created a specific patient consent form for this documentary. All patients who appear in the program will have signed the form. ABC News staff members have experience working in hospital settings where patient confidentiality is a priority, and they will have undergone patient confidentiality training with the MGH Privacy Office before filming has begun.

What should an MGH staff member do if he or she does not want to be filmed?
MGH staff and employee participation in this project is completely voluntary. Any employee can decline to be filmed by speaking directly with the cameraman or producer.

What will the ABC News crew film?
The ABC News production team will follow the activities of producer-selected staff members who are charismatic, confident and willing to be filmed. The crew also will record, as appropriate, appointments and procedures of patients who have given their consent. All ABC News staff will have undergone training in operating room protocol as well as patient confidentiality prior to filming.

Why is the MGH participating in this project?
The ABC News project is a rare opportunity to show the general public the many dimensions of the MGH, including the wide range of personalities comprising its caregivers, staff, patients and their families. There are many powerful moments that happen each day at the MGH. Opening the hospital to this project provides an unprecedented chance to give the public an overall sense of why academic medical centers such as the MGH make such a difference in so many individuals' lives. The project is a one-of-a-kind look at the life of the MGH for millions of viewers.

What will the documentary be called?
The documentary is slated to air in the summer of 2010. The name of the program, which will be determined by ABC, has not yet been decided.

Who can I contact if I have questions or concerns about this project?
For more information, contact Donita Boddie, director of MGH Public Affairs, at *dboddie@partners.org.* ■

HONORING MGH VETERANS AND SERVICE MEMBERS: From left, Thomas Mulvaney, MD, of ESGR; Gottlieb; Davis; McKenna; Thomas Boyle of ESGR; and John Pelose of ESGR.

A commitment to National Guard and Reserve service members

THE MGH recently joined with other Partners HealthCare entities – BWH/Faulkner Hospitals, McLean Hospital, Newton-Wellesley Hospital, North Shore Medical Center and Spaulding Rehabilitation Hospital – at a Jan. 14 Statement of Support Ceremony held in collaboration with the Employer Support of the Guard and Reserve (ESGR), a Department of Defense agency, to demonstrate support for National Guard and Reserve veterans and service members who are part of Partners HealthCare.

MGHers Andrew Gottlieb, FNP-BC, director of the MGH Department of Occupational Health and captain in the U.S. Army Reserves, and Gregory McKenna, RN, NP, nurse practitioner for the MGH Department of Occupational Health and master sergeant in the U. S. Army National Guard, each thanked Partners HealthCare for the resources they received and the organization's continued commitment to veterans and service members.

Gottlieb was stationed for 13 months at Walter Reed Army Medical Center in Washington, D.C., in support of Operation Enduring Freedom. McKenna was deployed twice to Afghanistan as part of Operation Enduring Freedom, and received two Bronze Star Awards in recognition of his service.

The Statement of Support confirms that the MGH joins other employers in pledging to fully recognize, honor and enforce the Uniformed Services Employment and Re-Employment Rights Act. It also states that MGH managers and supervisors will have the tools they need to effectively manage those employees who serve in the National Guard and Reserve. Jeff Davis, senior vice president of MGH Human Resources, was among those who signed the statement.

"The MGH is committed to the ongoing support of the brave members of the National Guard and Reserve," says Davis. "We are completely dedicated to supporting our country's service members and their families in peace, in crisis and in war." ■

Prayers for peace

UNITED IN THEIR CALL FOR PEACE, members of the hospital community gathered in the MGH Chapel for an interfaith prayer service. Hosted by the MGH Chaplaincy, the Jan. 21 event incorporated readings, ideas and practices from many different faith traditions.

Aware of the conflict afflicting many members of their faith abroad, Rabbi Ben Lanckton, the MGH Jewish chaplain, and Imam Talal Eid, the hospital's Muslim chaplain, stood together and read texts from their traditions about the unity of humanity and shared reflections and prayers. The group highlighted special intentions during a "Lights of Hope" candle lighting ceremony, and participants fluent in a language other than English were invited to say the prayer "May there be peace on Earth," sharing the call for peace in different languages. The service concluded on an optimistic note, with the song "To Every Season."

MGH chaplains are available for patients, employees and visitors of any faith tradition or no one faith, 24 hours a day, seven days a week, at (617) 726-2220. ■

UNITED IN PRAYER: Father Celestino Pascual of the MGH Chaplaincy recites a prayer for peace in Spanish and Filipino.

01.30.09

MGH HOTLINE

WHAT'S HAPPENING

Heart Failure Awareness Week

In honor of Heart Failure Awareness Week, an event will take place Feb. 12, from 9 am to 2 pm in the Main Corridor to increase awareness of the risk factors and symptoms of heart failure. Material from the Heart Failure Society of America and the American Heart Association will be available, and MGH cardiac nurses will be on hand to answer questions. For more information, contact Dottie Sullivan, NP, at *dasullivan2@partners.org* or Maria Swan, RN, at *mswan1@partners.org*.

Applied Biostatistics for Clinical Trials seminar

The MGH Clinical Research Program and the MGH Biostatistics Center are sponsoring "Seminars in Applied Biostatistics for Clinical Trials" for investigators interested in clinical research. The seminars will take place Feb 23 and March 9, 16 and 23, from 1 to 2:30 pm at the Simches Research Center, Room 3110. Elkan Halpern, PhD, will review the statistical approach to problems commonly encountered in research. Each of the four sessions will focus on a different theme using concrete and realistic examples. Register at *http://hub.partners.org*, and contact Suzanne Guerette at (617) 724-2900 for more information.

MGH Heart Center AHA events

The MGH Heart Center has partnered with the American Heart Association (AHA) to increase awareness about heart disease. The following free events will be held during the AHA's annual "Go Red for Women" campaign, which will take place Feb. 2 through 6.

Feb. 3 – Heart-Healthy Cooking Demonstration
Noon to 1 pm, East Garden Room
MGH Heart Center cardiac surgeon Jennifer Walker, MD, along with Executive Chef Daniel Kahn, will give a cooking demonstration and provide tips on cooking for a healthy heart.

Feb. 5 – Heart Disease in Women: Dispelling the Myths
12 to 1 pm, Thier Conference Room
Nandita Scott, MD, director of Education for the Corrigan Women's Heart Health Program at the MGH Heart Center, will present information and answer questions about heart disease. A light lunch will be served.

Feb. 5 – Ask the Experts about Heart Disease
10 am to 2 pm, Main Corridor
Guests are invited to stop by an information table to learn about the MGH Heart Center and speak to its experts about lowering risks for heart disease.

Feb. 6 – National Wear Red Day
MGHers are encouraged to wear red Feb. 6 to show support for the fight against heart disease. Departments submitting a photo of staff wearing red will be entered into a raffle for a free lunch. To enter, send a digital photo to *heartcenter@partners.org* by Feb. 13 at 5 pm. Winners will be announced Feb. 20.

MGH Senior HealthWISE events

MGH Senior HealthWISE will host the following free events for seniors age 60 years and older: a hypertension screening Feb. 2, from 1:30 to 2:30 pm at Hill House, 127 Mt Vernon St. and a lecture, "Asset Protection Planning for Seniors" Feb. 5, from 11 am to noon in the Haber conference room. David Keefe, CLU, estate and financial planning advisor, and Harry Margolis, attorney for the Margolis and Bloom law firm, will present. Registration is required to attend the lecture. For more information or event registration, call (617) 724-6756

MGH Photography returns to the Bulfinch basement

On Feb. 2, the MGH Photography Department will return to its original location in the Bulfinch basement, room 045. The temporary locations in WACC and Ruth Sleeper Hall will be closed. The move helped accommodate a renovation to enhance and expand the many services the department provides, including photographic and digital imaging, poster printing, framing and publishing needs. For more information, call (617) 726-2237.

Quit smoking groups at the MGH

The MGH Tobacco Treatment Service is offering a weekly smoking cessation group, starting Feb. 26 at noon. This seven-session program meets one hour per week. Participants will learn about preparing to quit, coping with stress without cigarettes, preventing weight gain and staying smoke-free. With written approval from a physician, low-cost nicotine patches and/or nicotine gum will be available. Advanced registration is required along with a registration fee, which is on a sliding scale. For more information call the Tobacco Treatment Service, (617) 726-7443.

Playing host

THE MGH DEPARTMENT OF SURGERY recently hosted the Director of the Division of Advocacy and Health Policy of the American College of Surgeons (ACS), Christian Shalgian, at the department's Jan. 22 Grand Rounds. As a key lobbyist on behalf of surgeons, Shalgian helps keep surgeons aware of the important issues that have an impact on their work, the profession and health care in general.

"Mr. Shalgian plays an important role in determining what issues are important to surgery on Capitol Hill," says Andrew L. Warshaw, MD, MGH surgeon-in-chief and chair of the SurgeonsPAC of the American College of Surgeons Professional Association (ACSPA). "He conveys a wide array of the surgeons' concerns that has to do with everything from Medicare to workforce issues, including medical liability, research funding, graduate medical education and the general decline in the number of surgeons, especially in rural areas."

Shalgian and the ACS Division of Advocacy and Health Policy help formulate these and many other issues into a coordinated voice for surgeons. Warshaw has worked with Shalgian for 10 years, helping to form the SurgeonsPAC of the ACSPA.

"It is important for members of the MGH Department of Surgery to stay aware of the issues affecting their work," says Warshaw. "With health care transforming, it is essential for surgeons to have a voice in major decisions that ultimately affect them, their patients and the profession."

For more information about the ACS Division of Advocacy and Health Policy, access *www.facs.org/ahp*.

Submit news tips and story ideas to the MGH Hotline

EDITOR
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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

HISTORIC COLLABORATION: Front row, from left, Susan M. and Phillip T. Ragon. From left, back row, Richard Bringhurst, MD, senior vice president for MGH Research; Slavin; Faust; Hockfield; Walker; Marc Kastner, dean of Science and Donner Professor of Science at MIT; W. Gerald Austen, MD, chair of the MGH Chiefs Council

A reinvigorated search for an AIDS vaccine

Largest gift in MGH history will fund innovative effort by the MGH, MIT and Harvard at interdisciplinary Ragon Institute

THE PRESIDENTS OF the MGH, Massachusetts Institute of Technology (MIT) and Harvard University – Peter L. Slavin, MD; Susan Hockfield, PhD; and Drew G. Faust, PhD; respectively – special guests Phillip T. and Susan M. Ragon, and hundreds of others gathered Feb. 4 at the Charles Hotel to celebrate the creation of the Phillip and Susan Ragon Institute. Formed to explore new ways of preventing and curing human disease through harnessing the power of the immune system, the Ragon Institute will bring scientists and clinicians together with engineers using the latest technologies in an interdisciplinary effort to better understand how the body fights infection. That understanding ultimately will be applied against a wide range of infectious diseases and cancers, with an initial focus on the need for an effective vaccine against AIDS.

The institute has been founded through a $100 million grant – the largest gift in MGH history – from the Phillip T. and Susan M. Ragon Institute Foundation, and will be directed by MGH physician-investigator Bruce D. Walker, MD.

"This gift is unprecedented in its nature, and we are truly honored that the Ragons are making such an important philanthropic investment in this collaboration of MGH, MIT and Harvard," says Slavin. "We are truly inspired by the breadth and depth of the Ragons' philanthropy that will fuel this groundbreaking research. The wonderful combination of these factors brings great hope to tackling fundamental scientific challenges in infectious diseases."

Administratively based at the MGH, the Ragon Institute will incorporate the work of the Partners AIDS Research Center at MGH. Instead of the typical academic approach, in which individual scientists work independently, the Ragon Institute will stress collaboration and include engineering disciplines to facilitate novel experimental approaches and incorporate fresh ways of viewing complex biological systems with the ultimate goal of revolutionizing the field of immunology.

"Recent scientific advances have brought us closer to the elusive goal of an AIDS vaccine," says Walker. "But reaching that goal will require broad collaboration to apply breakthroughs in the physical sciences and engineering to our understanding of interactions between HIV and the immune system. This institute will let top researchers from some of the best institutions in the world apply their full

(Continued on page 2)

– AIDS

(Continued from page 1)

creative potential to problems of tremendous global importance."

Phillip Ragon is founder, owner, and chief executive officer of InterSystems Corporation, a multinational software company based in Cambridge. His wife, Susan, is the company's vice president of Finance and Administration. Speaking at the Feb. 4 event, Phillip Ragon described his longstanding concern with helping the underserved in developing countries and recalled the visit he and Walker made last year to the MGH-affiliated clinical and research center in South Africa.

Although moved by the dire situations facing the patients he met there – such as an emaciated woman who was not able to eat as much as a single banana daily, a mother who soon would lose her second child to AIDS, and a patient with heart failure for whom no hospital bed was available – Ragon had wondered aloud whether any contribution he made could make a difference. But Walker convinced him of both the value of reliable and flexible funding to relieve investigators of the need to constantly reapply for grants and the potential power of combining the MGH's clinical and research resources with the science and engineering expertise of MIT and Harvard. "I'd like to thank Bruce Walker for the absolutely extraordinary opportunity for us to participate in such an incredibly exciting endeavor," Ragon said. ■

FOCUSING ON THE COMMUNITY: From left, Scott-Vernaglia, Collins and Frey

Course in community-oriented primary care

FOR THE FIRST TIME at the MGH, the Departments of Medicine and Pediatrics have come together with the MGH Combined Medicine/Pediatrics Residency Program to offer their residents a course in Community-Oriented Primary Care. The course was created by Med/Peds Chief Resident Ariel Frey, MD, with Jeff Collins, MD, of the MGH Center for Community Health Improvement; Shannon Scott-Vernaglia, MD, of the MassGeneral Hospital *for* Children (MGH*f*C) Pediatric Residency Program and Susan Hata, MD, of the MGH Med/Peds Residency Program.

Residents were treated to a series of lectures by experts including Barbara Gottlieb, MD, of BWH; Steve Ridini, EdD, of the Medical Foundation; Karen Hacker, MD, MPH, of the Cambridge Health Alliance for Community Health; Virginia Rall Chomitz, PhD, of The Future of Children; and Justeen Hyde, PhD, of the Institute for Healthcare Improvement as well as the staff of the MGH Center for Community Health Improvement. Community and hospital-based case studies were presented by Kitty Bowman of ReverеCARES; Beth Rosenshein of the Charlestown Substance Abuse Coalition; Sarah Oo of the MGH Chelsea Community Health Team; Christy Egan of the MGH/Boston School Partnerships; Matt Fishman of Partners Community Health; Katherine Flaherty, PhD, from Partners HealthCare; and Tim Ferris, MD, MPH, and Eric Weil, MD, of the MGPO; along with Sanja Percac-Lima, MD, and Patricia Guglietta, MD, of MGH Chelsea; and Jim Morrill, MD, of MGH Charlestown.

Residents completing the course go on to work with community partners to develop longitudinal community-based projects over the rest of their residency, incorporating community-based participatory research. Plans for next year's class are currently underway. ■

IN MEMORIAM

In memoriam: Martin S. Bander

FROM 1968 THROUGH 1993, Martin S. Bander, founder and first director of the MGH News Office, was the go-to person for MGH news and information for local, national and world audiences. On Jan. 16, Bander died following a long illness.

With his distinctive unassuming style, Bander shared the stories, work and people of the hospital with internal and external audiences for more than a quarter of a century. He helped build upon and shape the hospital's reputation as a leading academic medical center. His work spanned the tenures of three MGH chief executives, and Bander was a trusted and valued adviser and confidante to all of them.

"Martin relished being part of the energy and vitality of the MGH," says Peter L. Slavin, MD, president of the MGH. "His dedication to his hospital was legendary. He loved the place. The MGH will always remember Martin with deep regard and much respect and fondness."

Bander joined the MGH in 1968 from the *Boston Herald-Traveler*, where he was an award-winning medical writer. At the MGH he established the first formal News Office and refashioned the external hospital newsletter, *MGH News*, to highlight in-depth the groundbreaking medicine and science forged at the hospital. In 1969, Bander launched the MGH's employee newsletter, *The Hotline*, which has been published regularly ever since. In 1974, his work expanded into media relations, and he became the spokesperson, advocate, promoter and champion of the MGH in the local, national and international media. Bander published several articles in *The New England Journal of Medicine* about physicians, science and the news media. Upon his retirement from the hospital in 1993, he received a gift from the MGH Board of Trustees with the inscription, "the scholarly, credible, trusted voice of the MGH for 25 years."

Bander is survived by his wife, Kay, a dedicated MGH volunteer, and many friends and colleagues.

Scientific Advisory Committee meeting and Celebration of Science

THE MGH COMMUNITY is invited to attend the annual Celebration of Science Feb. 11 and the Scientific Advisory Committee (SAC) meeting Feb. 12. The Celebration of Science begins with a poster session from 11 am to 1:45 pm in the Simches Research Center on the second floor. Then MGH investigators Jeanine Weiner-Kronish, MD; Bruce Walker, MD; Ralph Weissleder, MD, PhD; Daniel Haber, MD, PhD; and Mehmet Toner, PhD, will discuss their research at 2:15 in the Simches Center Conference Room 3100.

The theme of the SAC meeting – which begins at 8 am also in the Simches Center in Conference Room 3100 – is "The MGH Biomedical Research Engine: Structure and Resources to Harness the Power." Leaders of the MGH research community will discuss the hospital's current scientific resources, opportunities presented by the growing understanding of the impact of genetics on human disease, strategies for recruitment and retention of investigators and efforts to build philanthropic support. The full agenda for the two-day program is available at *http://mghresearch.partners.org/ResearchMgmt/documents/SACAgenda2009.pdf.* ■

LGBT Employee Resource Group post-holiday celebration

MORE THAN 50 MEMBERS of the MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group gathered for the committee's first annual post-holiday reception Jan. 21 in the Trustees Room. MGH staff and employees from across numerous MGH departments attended the party, including residents, fellows, physicians and members of MGH Administration.

The MGH LGBT Employee Resource Group was chartered by MGH Human Resources and is the newest diversity initiative at the hospital. The primary focus of the group is to serve as a resource for LGBT employees. The committee also works collaboratively with other programs to ensure a positive environment for the LGBT community at the MGH.

For more information or to join the group, send an e-mail to *LGBT MGH@partners.org.*

POST-HOLIDAY FESTIVITIES: Members of the MGH LGBT Employee Resource Group celebrated in the Trustees Room.

WHAT'S HAPPENING

HCNRC call for applications

The Harvard Clinical Nutrition Research Center (HCNRC) is accepting applications for new pilot/feasibility projects and competing renewals of funded one-year projects for the 14th year of the NIH-supported HCNRC. Applications should be sent electronically to the HCNRC by March 6 to Suzzette McCarron at *smccarron1@partners.org.* For a complete application and requirements, access *http://nutrition.med.harvard.edu/research/pfp.html.*

Learn Spanish at the MGH

MGH Human Resources and HablEspaña are offering three levels of Spanish classes beginning Feb. 24. Courses emphasize practical skills to enhance communication with Spanish-speaking patients and their families. Classes meet weekly for 12 weeks at 165 Cambridge St., second floor, from 5:30 to 7:30 pm. Registration per course is $75, which is due by the first day of class. The fee includes text and materials. For course descriptions, access *http://is.partners.org/hr/new_web/mgh/mgh_training_spanish.htm.* Enrollment is available via PeopleSoft at *https://ibridge.partners.org.* For more information, contact Digna Gerena at *dgerena@partners.org.*

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African-American pinning ceremony

The MGH African-American pinning ceremony celebrates African-American staff and employees who exemplify a level of personal dignity and who employ culture-based values as a means to connect with others as mentors, preceptors, patient and family advocates and influential informal leaders. All are invited to attend the ceremony Feb. 13 from 10:30 to 11:30 am in the O'Keeffe Auditorium.

Mind Body Program for Cancer

The Mind Body Program for Cancer is designed to supplement medical treatment by giving cancer patients the tools to cope with the stress of their illness, make informed decisions about treatment and maintain hope. Ten weekly two-hour sessions begin March 2. The sessions will help cancer patients learn self-care techniques to maximize health through relaxation, nutrition, yoga and cognitive therapy. Led by Ann Webster, PhD, the Mind Body Program for Cancer is offered by the Benson-Henry Institute for Mind Body Medicine at MGH. Pre-registration is required. For more information or to register, contact Webster at (617) 643-6038 or *awebster3@partners.org.*

Now accepting McGovern Award nominations

The MGPO is now accepting nominations for the Brian A. McGovern Award for Clinical Excellence. Anyone associated with the MGH may nominate a physician who exemplifies the traits of clinical excellence, quality and compassion that were so important to Brian McGovern, MD. For nomination guidelines and to submit a nomination, access *http://is.partners.org/mgpoOnline/mcgovernaward/Default.aspx.* Nominations are due by March 31. The award will be presented at the MGPO physician recognition dinner May 16. For more information, contact Cary Shaw at *crshaw@partners.org* or (617) 643-3985.

Senior HealthWISE events

MGH Senior HealthWISE will offer the following free events Feb. 12 for seniors age 60 years and older: a lecture series, "Spirituality and Aging" from 11 am to noon in the Haber Conference Room with speaker Angelika Zollfrank, chaplain and director of MGH Clinical Pastoral Education; and a book club discussion of "The Worst Hard Times" by Thomas Egan from 3 to 4 pm at the West End Library. For more information, call (617) 724-6756.

Red Book Awards for junior faculty and postdoctoral fellows

Information on funding opportunities for junior faculty members and postdoctoral fellows offered through the Harvard Medical School (HMS) Red Book Program will be available at *http://medapps.med.harvard.edu/fellowships/* beginning Feb. 18. An informational meeting will be held March 24 at noon in the Simches Research Center, third floor conference room. Applications must be submitted online no later than April 15. For more information contact Erin Cromack at (617) 432-7463 or *Erin_Cromack@hms.harvard.edu* or Michael Bautista at (617) 432-6928 or *Michael_Bautista@hms.harvard.edu.*

Employee Eldercare Monthly Discussion Group

Sponsored by the Partners Employee Assistance Program (EAP), an Eldercare Monthly Discussion Group will be held Feb. 10 from noon to 1 pm in the Yawkey Center, 10th floor, room 10650. Janet T. Loughlin, LICSW, of Partners EAP, and Barbara Moscowitz, LICSW, MGH Geriatric Social Worker, will facilitate a discussion on caregiving for elders. Next sessions will be held March 10, April 14, May 12 and June 9. For more information, call (617) 726-6976 or visit *http://www.eap.partners.org*

Challenging the Social Construct of Masculinity

The MGH Men Against Abuse and the MGH Domestic Violence Working Group are sponsoring a presentation featuring Peter Roby, director of Athletics and Recreation at Northeastern University and former director of the Northeastern Center for Sports in Society, Feb. 11 from noon to 1 pm in the Thier Conference Room. Attendees will be eligible to enter a raffle for the chance to win tickets to Northeastern Huskies basketball and hockey games and Boston Celtics tickets.

IN GENERAL

Digna Gerena, workforce diversity program manager for MGH Human Resources, recently was named one of the 100 Most Influential Individuals in the Massachusetts Hispanic Community by the Spanish-language newspaper *El Planeta.* In addition to her work at the MGH, Gerena is also the executive producer of "BostonLatino.tv," a monthly television program that showcases the Latino presence in Boston.

Raymond Hawkins, cardiovascular perfusionist, was awarded the 2009 John H. Gibbon Jr. Award by the American Society of Extracorporeal Technology (AmSECT), the highest honor in the field of perfusion. The award – a medal and honorarium of $1,000 – is presented to individuals who have made outstanding contributions to the science and practice of extracorporeal circulation. Hawkins will receive the award at the March 14 National Awards Ceremony held in conjunction with AmSECT's 47th International Conference in San Antonio, Texas.

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Coming soon: EMAPPS

MEDICATION ORDERS need to move quickly and accurately from the prescribing physician to the dispensing pharmacist and then to the hospital bedside for administration by a clinician. But along the way errors can occur. According to a Centers for Medicare and Medicaid Services study requested by the Institute of Medicine, medication errors are surprisingly common in hospitals. It is estimated that there are at least 1.5 million preventable adverse drug events that occur in the United States each year, many due to medication administration errors.

At the MGH, an initiative aimed at decreasing the number of medication-related adverse events soon will be launched. The Electronic Medication Administration Process for Patient Safety (EMAPPS) will be implemented throughout the hospital on a rolling basis from March through November, and will electronically link the systems for ordering, dispensing and administering medications. EMAPPS incorporates the scanning of bar-coded medications, patient wristbands and clinician ID badges to ensure that the right medication is administered to the right patient at the appropriate time.

The rollout of EMAPPS hospitalwide will take place in two phases, the first from March 9 through July 13, and the second from mid-summer through November. In order to facilitate the transition to the new system, specially trained EMAPPS coaches and Information Systems (IS) analysts will be available on each unit 24 hours a day, seven days a week for the first two weeks the system goes live. The EMAPPS coaches, who are MGH nursing staff, and IS analysts have received intensive training in EMAPPS and are available as a resource to any caregiver who has a question about the system. In addition, the nursing and respiratory therapy staff on each unit will undergo a hands-on training course, called a Medication Administration Class (MAC), to facilitate EMAPPS learning. A complete rollout and training schedule for the units involved in the first phase of the rollout is shown above.

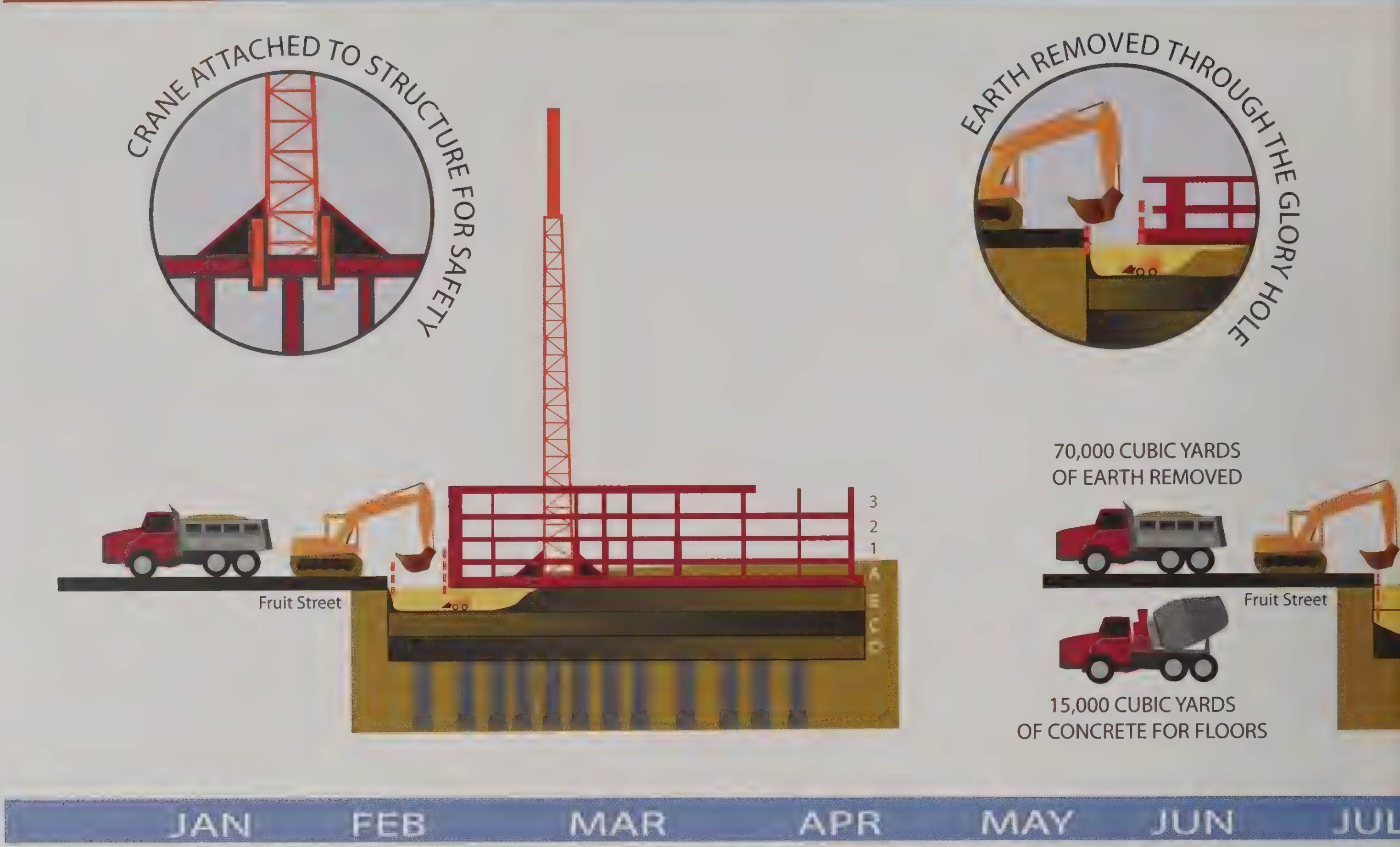
Units	Medication Administration Class (MAC)	Rollout Date
Blake 13 and White 6	Feb. 22 - March 7	March 9
Ellison 13 and Blake 10	March 15 - 28	March 30
Bigelow 14 and Ellison 7	March 29 - April 11	April 13
Ellison 19 and 6	April 12 - 25	April 27
White 7 and Phillips 22	April 26 - May 9	May 11
Ellison 14 and 4	May 10 - May 23	May 26
Ellison 8, 9 and Blake 8	June 7 - 20	June 22
White 8 and 9	June 28 - July 11	July 13

As EMAPPS is implemented across the hospital, all Patient Care Services staff should be aware that some patients may have questions about the MGH's medication process, particularly if those patients spend time on multiple units, including those that have not yet implemented the new system. EMAPPS coaches and IS analysts are available to help staff in addressing any questions that may arise.

For more information about EMAPPS, contact Rosemary O'Malley, RN, at (617) 726-9663 or *romalley@partners.org.* ■

UP-DOWN CONSTRUCTION TIMELINE *inside*

B3C PROGRESS: Construction continues as structural steel is put in place and lower levels are excavated.


CRANE ATTACHED TO STRUCTURE FOR SAFETY
EARTH REMOVED THROUGH THE GLORY HOLE
70,000 CUBIC YARDS OF EARTH REMOVED
15,000 CUBIC YARDS OF CONCRETE FOR FLOORS
Fruit Street
Fruit Street
3
2
1
A
B
C
D
JAN
FEB
MAR
APR
MAY
JUN
JUL

As the year unfolds, the B3C expands in two directions

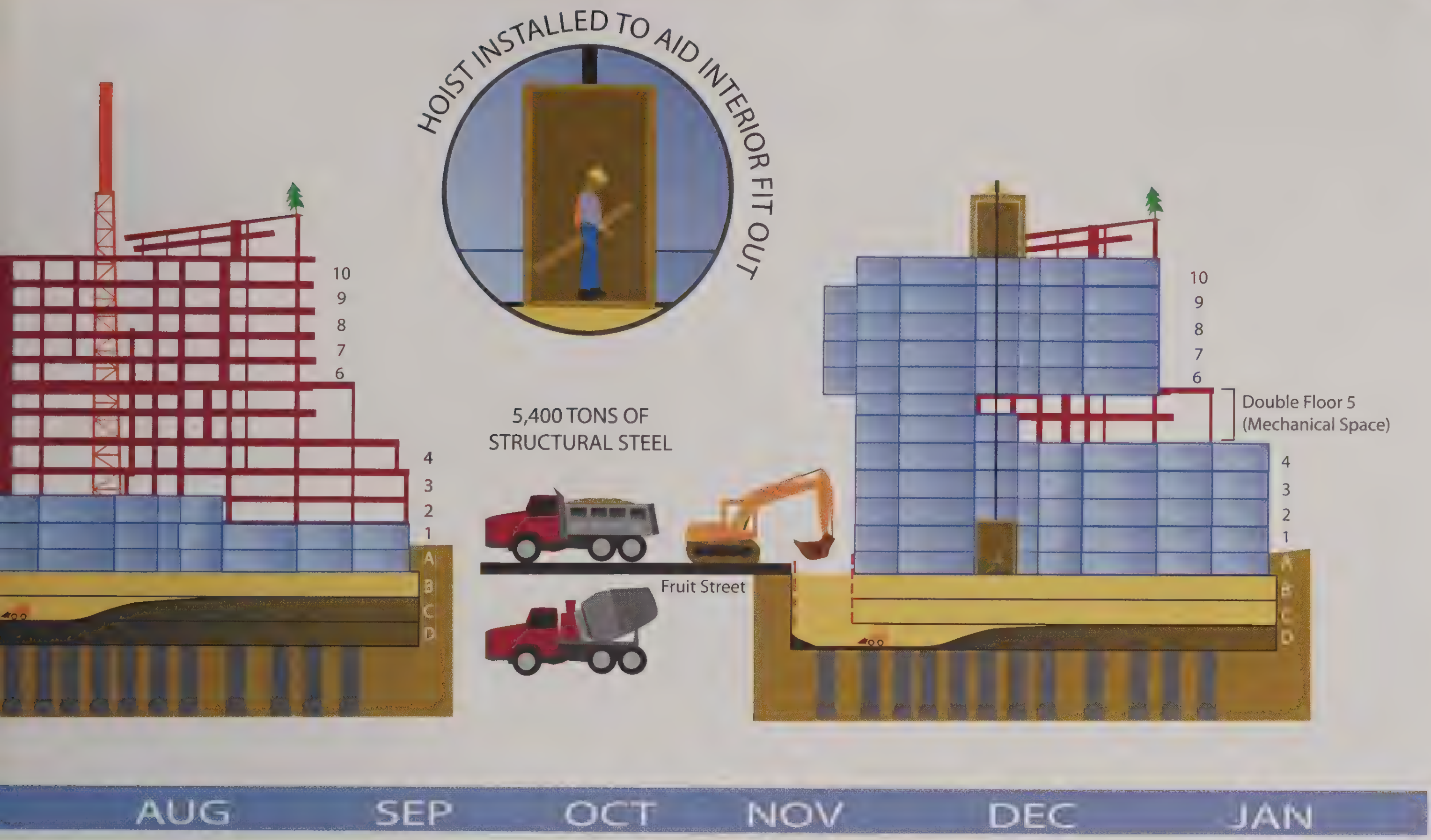
CONSTRUCTION OF THE BUILDING FOR THE THIRD CENTURY (B3C) will soon become more visible to passersby as the process of "up-down construction" – the simultaneous erection of the structural steel above ground and the excavation of three floors below the surface – begins. To date, rubble and debris from the old foundations have been removed, the B3C foundation has been established, and the buildings that eventually will connect to the new facility have been prepared. Here's how the up-down construction is expected to unfold through 2009:

Winter: January already has seen the excavation down to 10 feet below the current grade level, and trucks are hauling away earth daily from the site through the Founders House construction yard portal. Now that a portion of the first floor is completed, a high tower crane has been safely secured and positioned to begin lifting structural steel beams for the building. Soon the excavation of the underground floors will begin, and the debris will be removed through two "glory holes," which are 10 by 20 feet openings in the earth. Through these holes, an excavator will hoist earth up to ground level where it will be removed from the site by truck. Smaller excavators will work out of view below ground, feeding the larger excavator.

MGHfC pediatric team selected for HeartSongs program

MGHFC HEARTSONGS PARTICIPANTS: From left, Craig Canapari, MD; Amy Krasner, LCSW; Pat O'Malley, MD; Cindy Kane, RN; Helayne Jobson, mother of an MGH*f*C patient; and Brian Tseng, MD

SIX MASSGENERAL HOSPITAL FOR CHILDREN (MGH*f*C) staff members were invited to attend the first-ever HeartSongs Pediatric Palliative Care program hosted by the National Muscular Dystrophy Association. The goal of the HeartSongs Project is to develop a worldwide network of professionals, parents and affected children who share a common vision of comprehensive and integrated care for pediatric patients with life-threatening neuromuscular disease. Only six pediatric clinic teams from around the country were invited to the three-day conference held in Baltimore. ■


HOIST INSTALLED TO AID INTERIOR FIT OUT
5,400 TONS OF STRUCTURAL STEEL
Fruit Street
Double Floor 5 (Mechanical Space)
10
9
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7
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3
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1
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D
AUG
SEP
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NOV
DEC
JAN

Spring: By April, steel columns and beams will have been erected several floors above ground. Once the structural steel is in place, each level will be laid first with metal decking and then topped with concrete to establish the floor. The second-floor bridge structure to the Yawkey Center for Outpatient Care will be placed across Fruit Street. As this process occurs, numerous trucks will be seen on North Grove and Fruit streets delivering concrete to the site. Excavation below ground will continue.

Summer: By the end of August, the steel framework for the building will be essentially completed or "topped out." Construction workers will begin to install the exterior glass paneling, which will enclose the structure. Excavation below ground will continue through the summer.

Fall: Through the fall, workers will continue to enclose the building with glass paneling. An outside hoist will provide transport for workers and materials as construction begins to focus on the interior. The high tower crane will be removed by the end of the season. By the year's end, the below-ground excavation will be nearly completed, and the glory holes and final floor sections will begin to be filled. ■

Mass General Care Management Program receives extension

AT HOSPITALS across the country, the sickest 15 percent of Medicare patients account for 75 percent of health care costs. This medically complex patient population often experiences poor health outcomes and requires repeated hospitalizations and trips to the emergency room.

In 2006, the MGH proposed to the Centers for Medicare and Medicaid Services (CMS) an innovative concept for a program aimed at improving the care and quality of life of the sickest of Medicare patients while reducing costs. CMS selected the MGH Care Management Program as one of six demonstration projects to better care for the Medicare patient population. Two and a half years into the program, the MGH's concept appears to be successful. The hospital recently received word that, because of its preliminary success, the program has been granted an extension to continue for another three years.

Directed by Eric Weil, MD, and managed by a multidisciplinary team of health care providers, the MGH Care Management Program incorporates use of a nurse care manager who is assigned to each patient. Serving as a point of access to care, the nurse care manager works closely with the patient, primary care physician and care team to coordinate services such as diagnostic tests, psychiatric and social services, and specialist appointments. Initial reports indicate that the program not only covers its costs but also may achieve cost savings. During a one-year period, data show a decline in emergency room admissions, inpatient admissions, and 15- and 30-day readmissons.

"We have received very positive feedback about the program from patients, their families and physicians," says Weil. "Ultimately, we hope that this program will serve as a national model that can be replicated anywhere in the country to bring streamlined and cohesive care to those who most need it." ■

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WHAT'S HAPPENING

MGH Senior HealthWISE events
MGH Senior HealthWISE will host the following free events for seniors age 60 years and older: a one-hour, indoor, low-impact exercise class, "Get Warm, Stay Fit" Feb. 19, from 11 am to 1 pm at The Clubs at Charles River Park followed by lunch; and a hypertension screening Feb. 23, from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

Racial and ethnic disparities seminar
The MGH Disparities Solutions Center (DSC) will host its annual Racial and Ethnic Disparities: Looking Back Seminar Series Feb. 17, from 12 to 1:30 pm in the Trustees Room. W. Michael Byrd, MD, and Linda Clayton – nationally known health policy experts whose work focuses on the medical history and health experience of African-Americans and disadvantaged populations in the U.S. health system – will present "U.S. Hospitals: Historical Legacies and Health Disparities." The event will include a lecture and question and answer session. To register, contact the DSC at *disparitiessolutions@partners.org.*

Wellman Center lecture series
As part of the Wellman Center lecture series, Rutao Cui, MD, PhD, assistant professor at the Oncology Institute at the Cardinal Bernardin Cancer Center, will present "Inhibition of PAX3 by TFH-ß modulates melanocytes viability," Feb. 24, from 2:30 to 3:30 pm. A coffee reception will be held beginning at 2:15 pm. For more information, access *http://www.massgeneral.org./wellman.*

IN GENERAL

The North End Children's Center at the MGH North End Community Health Center was designated "one of the best day care centers in Boston" by Associated Content, an open-content network at *www.associatedcontent.com.* The center was described as "an exciting day care center for children that brings learning into a new light." Staff use art, music, computers, games, group and one-on-one activity to provide learning experiences in the day care environment.

Hasan B. Alam, MD, of the MGH Division of Trauma, Emergency Surgery and Surgical Critical Care, has been elected the Massachusetts chair of the American College of Surgeons (ACS) Committee on Trauma. Alam will serve a six-year tenure. The ACS Committee on Trauma coordinates all aspects of trauma care, such as injury prevention and treatment, emergency medical services, rehabilitation, disaster preparedness, education, legislative issues and research.

Go Red: MGH Heart Center promotes healthy hearts

CARDIOVASCULAR DISEASE (CVD) kills more women than the next five leading causes of death combined, yet only 57 percent of women are aware that CVD is their greatest health threat. To help increase awareness, the MGH Heart Center's Corrigan Women's Heart Health Program sponsored several events Feb. 2 through 6, as part of the American Heart Association's national "Go Red for Women" campaign.

On Feb. 3, MGH cardiac surgeon Jennifer Walker, MD, and executive chef Daniel Kahn offered heart healthy recipes during a cooking demonstration in the East Garden Room. Attendees sampled the finished dishes – chicken paprikash with brown rice and Brazilian black bean stew with chorizo and ham.

"It does not have to take a long time or a lot of effort to cook something that is heart-healthy and tastes good," said Walker. "Using fresh ingredients and choosing to prepare them healthily are more important. For example, use olive oil instead of butter and limit the amount of sodium you add."

Later in the week, Nandita Scott, MD, cardiologist for the Corrigan Women's Heart Health Program, presented "Heart Disease in Women: Dispelling the Myths." Scott addressed heart disease symptoms, disparities in care and survival, and new research about CVD in women. "Part of the burden of CVD in women is the lack of gender-specific data, and so far, we have realized that differences exist between men and women," said Scott, who explained that studies focusing on women show different results from men regarding the use of aspirin to prevent heart attack and stroke. She also described how widely-used risk assessment tools often underestimate the true risk of CVD in most women. "The best thing anyone can do is improve their risk factors through maintaining a healthy diet, exercising and not smoking. Also, know your numbers and talk to your doctor about which options are best for you based on an individual assessment."

COOKING HEART-SMART DISHES: Walker, left, and Kahn

The week's events ended with National Wear Red Day Feb. 6. More than 400 red carnations were given to patients and staff at the MGH Heart Center to celebrate. For more information about the MGH's Go Red events, visit *www.massgeneral.org/heartcenter.*

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QUARTER FINALS

AS A FOLLOW-UP to the U.S. Mint's 50 States Quarters Program, a new nationwide quarter initiative will be launched in 2010 when the mint will release the first five new quarter designs featuring federally-recognized national parks or historic sites. As part of the initiative, Massachusetts Gov. Deval Patrick has been asked to select one preferred and three alternate Massachusetts national sites to be featured on the reverse side of the state's quarter.

To assist in his selection, Patrick has asked the people of the Commonwealth to submit their votes. A list of possible parks and sites is available online, and the MGH Ether Dome, a nationally recognized landmark, is included on the list. There are two ways to submit a vote:

- by accessing *http://www.mass.gov/?pageID=gov3utilities&sid=Agov3&U=quarters_program* and scrolling down to Suffolk County and selecting "MGH Ether Dome"
- by calling 1-800-227-MASS [6277]

Voting ends at 5 pm Feb. 26. Each year of the program, five new quarters will be released based on the order in which the selected sites on the coins gained federal designation.

For more information about the initiative, contact Lynn Dale, director of MGH Bicentennial Planning, at *ldale@partners.org*.

Patient safety

The MGH rolls out a new rapid response initiative

THE MGH will begin rolling out an important new patient safety initiative Feb 25 called the Rapid Response Team, which quickly brings urgently needed clinical expertise to a patient. This new effort is tied to the Joint Commission's 2009 National Patient Safety Goal requiring health care organizations to implement a system that allows caregivers to request assistance from specially trained staff when a patient's condition is concerning.

Research studies have shown that early clinical warning signs or "triggers" may appear six to eight hours before a critical patient event, such as cardiac arrest, occurs. The Adult and Pediatric Rapid Response Teams include a senior resident, clinical nursing supervisor and charge respiratory therapist. While the teams can be activated for any acute or unexpected clinical concern, a specific set of triggers for calling a Rapid Response Team – based on respiratory, cardiac and neurological problems – has been established for adults, children and newborns, although the current Delivery Room 1 response for newborns remains unchanged.

RAPID
RESPONSE

RESEARCH STUDIES HAVE SHOWN THAT EARLY CLINICAL WARNING SIGNS OR "TRIGGERS" MAY APPEAR SIX TO EIGHT HOURS BEFORE A CRITICAL PATIENT EVENT, SUCH AS CARDIAC ARREST, OCCURS.

Rapid Response Teams function in addition to existing MGH emergency teams, such as the Code Blue Team, Airway Consult and Acute Stroke Team. Any staff member can activate the team at anytime by calling ext. 6-3333. Patients and families are encouraged to direct concerns about a patient's condition to a nurse or other staff member.

To activate a Rapid Response Team:

- Call the Code/STAT line at ext. 6-3333.
- State the need for the Adult or Pediatric Rapid Response Team.
- Provide the patient name, location, room number and name of a contact person.
- The Rapid Response Team will arrive in five to ten minutes.

For more information about the Rapid Response Team, contact Colleen Snydeman, RN, at *csnydeman@partners.org* or (617) 724-4920, or Ulrich Schmidt, MD, PhD, at *uschmidt@partners.org* or (617) 726-2859. ■

Bicentennial CORNER

Ideas for MGH's legacy

THE MGH WILL CELEBRATE its bicentennial in 2011, marking 200 years of compassionate care giving, health care innovation, groundbreaking research and a deep involvement with local communities. As bicentennial planners plot out a number of engaging ways to celebrate the hospital's historic 200 years, an exciting opportunity has arisen for MGH staff and employees to participate.

The MGH Bicentennial Legacy Committee – a group of MGH volunteers comprising members of the MGH Center for Community Health Improvement, the MGPO, Patient Care Services, MGH Administration and other areas – has been charged by MGH President Peter L. Slavin, MD, to recommend something meaningful that the MGH of 2011 could leave behind to benefit the community for years to come. Encouraging the committee to be bold, Slavin suggests that the "legacy" be enduring, benefit the underserved and, if possible, focus on youth. The committee invites MGHers to become involved by submitting their own ideas for this legacy, to the community, which will be announced in 2011.

"The MGH has such an amazing history of giving back to the community, and we want to continue this tradition," says Joan Quinlan, director of the MGH Center for Community Health Improvement. "There are so many deep connections and relationships among MGH employees and the communities we serve. We know that those with an 'ear to the ground' and inspired minds will have terrific ideas on how and where the MGH can most effectively put its resources to make a lasting difference. This is the MGH employee's opportunity to be a part of something that would reach beyond the walls of the hospital to benefit countless others and help the MGH continue to help those in need in honor of its 200-year anniversary."

To submit an idea or concept for an MGH bicentennial legacy, send an e-mail to *MGH2011@partners.org* by April 17. The MGH Legacy Committee will review all submissions, and the employee whose submission is selected will receive a copy of the new MGH history book currently being written and a $25 gift certificate to Whole Foods.

For more information, contact Lynn Dale, director of MGH Bicentennial Planning and Special Events, at *ldale@partners.org*.

A TRIBUTE TO MLK: From left, Jones, Slavin, Ogletree, Prince-Erickson, Demehin and Davis

Celebrating MLK and Black Achiever Award recipients

STAFF AND EMPLOYEES from the MGH and Partners HealthCare gathered Jan. 27 at the Richard B. Simches Research Center conference room to celebrate the history of Rev. Dr. Martin Luther King Jr. with special guest speaker Harvard Law School professor and author Charles J. Ogletree, JD. Ogletree, a senior advisor to President Barack Obama during the 2008 presidential election, was a mentor to both Barack and Michelle Obama during their years at Harvard Law School. Also at the event, six Partners employees were announced recipients of the Greater Boston YMCA Black Achievers Award for their professional and community-based achievements.

Jeff Davis, MGH senior vice president of Human Resources, welcomed guests and introduced Peter L. Slavin, MD, MGH president, who gave remarks about the life and legacy of King. Then, Carlyene Prince-Erickson, MGH's director of Employee Education and Leadership Development, announced the names of the Partners employees honored by the Greater Boston YMCA as Black Achievers. MGHers Donna Matthews Jarrell, DVM, associate director of the Center for Comparative Medicine, and Eric Kamba, MGH Chelsea HealthCare Center's manager of Refugee and Immigrant Health – a program of the MGH Center for Community Health Improvement – and Partners employee Norvalett Holman, Materials Management Client Services manager, received a round of applause for their commitment to the community, their profession and minority youth.

Kirk Jones, MGH Information Security officer and vice chair of the Association of Multicultural Members of Partners (AMMP), introduced MGH Patient Services Coordinator June Cottrell and Referral Manager David Maldonado, both finalists in last year's MGH Idol competition. Cottrell and Maldonado sang inspiring songs in honor of the event. Following the performance, Akin Demehin, administrative director of the MGH/MGPO Center for Quality and Safety and chair of AMMP, introduced Ogletree.

As featured speaker, Ogletree delivered an engaging presentation describing the milestones in both King's and Obama's lives, beginning with King's involvement in the 1955 Montgomery Bus Boycott. He described how the sacrifices and endeavors of King and his supporters not only left their marks on history but also helped lay the groundwork for the country's future, including Obama's election as the first African-American president. Ogletree described Obama's early life growing up without his father and his later successes at Harvard Law School. He ended by offering his insight into the significance of both King's and Obama's work to his own family, the country, its people and history in general. ■

Taking MGH research to Mount Kilimanjaro

THE MGH is a world-class research institution. With the largest hospital-based research program in the United States, the technologically sophisticated facility and progressive research attract scientists from around the world, and sometimes MGH research takes scientists from the Boston campus to the remote corners of the earth.

Such is the case with N. Stuart Harris, MD, MFA, director of the Wilderness Medicine Fellowship of the MGH Emergency Department. Harris recently took his research on high altitude illness to Tanzania's Mount Kilimanjaro – the tallest peak in Africa at 19,340 feet – where he studied a group of mountain climbers at various stages during their ascent. MGH nurse, Granis Stewart, RN, of the Respiratory Acute Care Unit, served as expedition nurse and participated in Harris' research, which examined the changes in the brain of those climbing to high elevations.

Low oxygen levels in the brain can occur at elevations above 8,000 feet. This condition can sometimes bring about changes in the body ranging from common and benign acute mountain sickness to more serious illnesses like high-altitude cerebral edema and high-altitude pulmonary edema. Symptoms and may include headaches, nausea, vomiting and in some extreme cases, disorientation and death.

"Our goal was to assess the suspected changes in the brain that happen when people climb at high elevation," says Harris. "Ultimately, we'll use the data we collected on this trip, along with similar research we've conducted with MGH Surgical Resident Peter Fagenholz, MD, to help us determine what causes these high-altitude illnesses."

Harris studied the changes in the diameter of the climbers' optical nerve sheath using a portable ultrasound machine to measure the pressure within the brain. He is now in the process of analyzing the data. The research project was conducted in collaboration with CIMIT, the U.S. Army Research Institution of Environmental Medicine and MGH Cardiology Fellow Aaron Baggish, MD.

Harris says his first trip to Mount Kilimanjaro was memorable. "I'm excited about the research we were able to collect, and on a personal note, I was thrilled to share the summit of Africa with our Tanzanian hosts on the day of President Obama's inauguration."

UHURU PEAK, TANZANIA, 5895M AMSL
AFRICA'S HIGHEST POINT
WORLD'S HIGHEST FREE-STANDING MOUNTAIN
OF WORLD'S LARGEST VOLCANOES
WELCOME

MGH RESEARCH REACHES NEW HEIGHTS: Harris reaches Africa's tallest peak for an MGH research study on high-altitude illness.

The MGH Division of Dentistry is established

LEONARD KABAN, MD, DMD, chief of the Department of Oral and Maxillofacial Surgery, with the support of the MGH and MGPO, has formally established the Division of Dentistry within the Oral and Maxillofacial Surgery Department. "The MGH Dental Group, our multi-specialty group dental practice, has been so successful that its staff can now pursue the greater mission of a formally recognized division," says Kaban. The new division will allow for long-term strategic growth opportunities, working toward increased activity in teaching and research, while retaining its clinical practice component of the Dental Group.

Kaban has named Agnes Lau, DMD, as the chief of the division. On the MGH staff since 1990, Lau is an assistant professor in Oral and Maxillofacial Surgery at Harvard School of Dental Medicine, as well as director of the BWH Harvard-Wide General Practice Residency Program in Dentistry.

The new Division of Dentistry has five general dentists and specialists in periodontics, endodontics, orthodontics, pediatric dentistry, prosthodontics and facial pain. Staff members are active in outpatient care, inpatient consultations, operating room dental rehabilitation and community outreach, especially with regard to senior and pediatric care. Many MGH employees receive their dental care at the practice, which is located at 165 Cambridge Street.

For more information about the MGH Division of Dentistry, contact John McGillivray, administrative director of the Department of Oral and Maxillofacial Surgery, at (617) 726-7833 or *jmcgillivray@partners.org*.

MGH DIVISION OF DENTISTRY: From left, Yana Posemeynik, DMD; Michael Joseph, DMD; Miguel Vidal, DMD; Jennifer Magee, DMD; Tricia Young-Shaw; Kaban; Lau; McGillivray; and Alan Ko, DMD

WHAT'S HAPPENING

Ash Wednesday services

The MGH Chaplaincy will offer Ash Wednesday services Feb. 25 in the MGH Chapel on Ellison 1. Roman Catholic Mass will be held at 11 am and 4 pm and an ecumenical service at 12:15 pm. Services will be broadcast on Channel 16 on the MGH in-house television system. Ashes will be distributed in the chapel between 9 am and 5 pm and will be delivered once to each patient floor between 8 am and 4 pm. Ashes also will be distributed at the following: CNY Building 149, West Wing from noon to 1 pm; Charlestown HealthCare Center, basement conference room, from 11 am to noon; Chelsea HealthCare Center, fourth floor Eleanor Clark conference room, from 8 to 9 am, and the fourth floor new conference room, from 12:15 to 1:15 pm; Revere HealthCare Center, administrative conference room, from 11:30 am to noon; MEEI, eleventh floor patient lounge, from 10 to 10:45 am; and the Schrafft Center, fifth floor Newton Wellesley conference room, from noon to 1 pm. For more information, call (617) 726-2220.

MGH softball league

The MGH softball league is kicking off its twenty-sixth season with a meeting Feb. 26. The league is co-ed, and games are played each Friday evening from May through September. For more information or to join the team, contact Jim Burns at (617) 726-4368 or *jburns7@partners.org*.

MGH Clinical Research Day

Investigators from across the hospital are invited to submit abstracts for the seventh annual Clinical Research Day, which will be held May 28. All abstracts must be about clinical research and submitted by March 19. Entries may include manuscripts published after June 30, 2008. Participants have the chance of winning a $5,000 team award, a $1,500 translational research award or a $1,000 individual award. Department prizes also will be awarded. For more information, contact Suzanne Guerette at *crpedu@partners.org* or (617) 724-2900.

The MGH receives Boston award for ESOL program

THE MGH was one of 11 Boston-area businesses honored Feb. 18 by Mayor Thomas M. Menino and the English Works Campaign for its support of English for Speakers of Other Languages (ESOL) training for immigrants. The MGH was praised for its ESOL program, which it began in 1994 and now runs in partnership with Jewish Vocational Services.

Maria Gonzalez, group leader in MGH Environmental Services, is one of many who have benefited from the MGH program. On Feb. 18, she attended the awards ceremony with Jeff Davis, MGH senior vice president for Human Resources, Carlyene Prince Erickson, director of Employee Education and Leadership Development, and Helen Witherspoon, operations manager of Employee Education and Leadership Development. Gonzalez, Davis said, is one of many ESOL training success stories.

"Maria began work at the MGH in 1990 shortly after her arrival from Cape Verde," Davis said. "At first she was unable to converse with the patients whose rooms she cleaned. She has since graduated from the ESOL program and has been promoted to a manager's position. She now encourages all those employees she supervises to join the ESOL program."

More than 100 MGH workers are currently enrolled in the ESOL program. For more information, contact Beth Butterfoss, of MGH Human Resources, at (617) 726-2388.

Flexible Spending Account expenses for 2008

A FLEXIBLE SPENDING ACCOUNT (FSA) lets employees set aside money for eligible health care and dependent care expenses on a pre-tax basis. MGH employees with 2008 Health Care or Dependent Care Flexible Spending Accounts (FSAs) have until March 15 to incur expenses and until March 31 to submit these to the MGH Benefits Office. It is important for employees with an FSA to note the following:

- Paychecks list only recent FSA reimbursements, not FSA account balances.
- Employees can check their FSA balance by logging onto PeopleSoft at *http://ibridge.partners.org* and clicking on PeopleSoft HRMS Production, Self Service, Flex Spend, Flexible Spending Accounts and then selecting 2008 as the calendar year.

FSA reimbursement claim forms are available on the MGH Benefits Office intranet site at *http://is.partners.org/hr/New_Web/mgh/mgh_forms.htm* or by calling the office at (617) 726-8133. Employees should submit a paid invoice or receipt along with the claim form. When submitting claims for health care expenses, invoices should identify the item or service purchased, the date of purchase or service delivered and the provider of the item or service. Dependent care expense claims should include a Social Security or tax ID number for daycare or other service providers.

Employees can check the earnings portion of their paycheck to see new reimbursements. Staff should allow at least two weeks after submission of a claim for the reimbursement to appear.

For more information about FSAs, contacts the Benefits Office at (617) 726-8133 or *ibenefits@partners.org*.

MGH 1811

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

WONDER WALL: Posters from a record number of 240 MGH research teams were displayed as part of the annual Celebration of Science.

Showcasing research advances

HOW CAN THE MGH'S research and clinical strengths most effectively address today's challenges in medical science? Are the structures and resources in place to support the hospital's biomedical research engine adequate, and what new avenues should be explored to provide reliable support to the hospital's scientists? These key questions were addressed Feb. 12 at the 62nd annual meeting of the MGH Scientific Advisory Committee (SAC).

Highlights of the meeting included discussions of how MGH clinical departments address translating basic research findings into therapies, the potential that genetic data from large populations offers to improve the understanding of disease, the challenges academic medical centers face in recruiting and retaining faculty members, and new philanthropic approaches that may provide unrestricted funds giving researchers the freedom to pursue innovative projects.

The meeting was preceded by the annual Celebration of Science Feb. 11, where a record number of 240 teams presented posters, 12 of which were named posters of distinction. As in previous years, eight James P. Timilty Middle School students presented posters of the projects they developed with their MGH mentors.

Jeanine Wiener-Kronish, MD, chief of Anesthesia and Critical Care, led off the scientific symposium with a review of her research featuring the discovery of surprising ways the common bacteria *pseudomonas* causes acute lung injury. Bruce Walker, MD, director of the new Ragon Institute of MGH, MIT and Harvard, then outlined his group's work in search of an AIDS vaccine, focusing on how a few individuals naturally keep the virus in check with their immune system. Director of the Center for Systems Biology Ralph Weissleder, MD, PhD, described new tools and technologies to analyze complex biological systems, and Mehmet Toner, PhD, of the MGH BIOMEMS Resource Center, and Daniel Haber, MD, PhD, director of the MGH Cancer Center, provided an update on how the MGH-developed CTC (circulating tumor cell) chip reveals how tumors develop, spread and respond to treatment.

"The SAC members indicated how impressed they were with our scientific environment and what our researchers have accomplished," says Jerrold Rosenbaum, MD, chair of the Executive Committee on Research and chief of Psychiatry. "They particularly noted that no other institution can match scientifically what is happening here and how remarkable the relationships are that we have forged with the physical sciences. They also pointed out areas of concern – including the need to strengthen the support infrastructure for researchers and to address some administrative issues that we already have started working on." ■

MGH Durant fellows: Making a difference around the world

AS A TRUE HUMANITARIAN, Thomas S. Durant, MD, spent his life bringing hope to some of the bleakest parts of the world. In honor of his service and compassion, the MGH Durant Fellowship in Refugee Medicine helps health care professionals bring their skills to those in critical need around the globe. Fellows offer medical care to victims of war, famine, drought, poverty and natural disasters while upholding Durant's values of joy, passion, spirit and a willingness to serve. This year's 2009-2010 fellows are Kerry Dierberg, MD, of the Department of Medicine; Paritosh Prasad, MD, of Medicine/Pediatrics; Joy Williams, RN, of Radiology; and Chad Wilson, MD, MPH, of the Department of Surgery.

(Continued on page 2)

– Durant

(Continued from page 1)

Determined to combine her interest in medicine and desire to work internationally, Dierberg has taken multiple trips to Africa, and most recently worked as a physician and educator at a public hospital in South Africa. In 2006 she worked for the International Rescue Committee (IRC) in Northern Uganda as a health coordinator for a large Sudanese refugee settlement and then for the IRC's programs in rural camps.

Williams, who currently works as a nurse on Ellison 2, has already been on numerous relief missions with Project HOPE, bringing medical assistance to people in Indonesia, South America and Africa. As a Durant fellow, she plans to continue her work with Project HOPE and develop nursing policies and procedures at JFK Hospital in Monrovia, Liberia.

At a rural mission hospital in Kijabe, Kenya, Wilson has been abroad caring for the country's underserved since fall 2008. Along with providing care at the 200-bed hospital in Kijabe, Wilson has served at several camps of persons displaced by the politically related violence that occurred in Kenya in 2008. To access Wilson's blog, visit *http://heal-thyself.blogspot.com*.

Prasad was a part of the Durant Medical Mission to Cañazas, Panama, in 2007 and helped provide care for more than 100 patients, developing a clinic pharmacy and creating lists and surveys for the Health Care Utilization Needs Assessment. "I have come to recognize the Durant Fellowship as an opportunity to forge tools needed for a life of international service to those caught in humanity's darker moments," said Prasad. "Not only is it an opportunity to provide care to those in need, but it gives a voice to the voiceless."

For more information about the Durant Fellowship, visit *http://www.durantfellowship.org*.

CARE IN KENYA: Wilson, left, and his patient

BEHIND THE SCENES: From left, Gaynor, Parrish and Zachazewski

Collaborating for a new health care center

THOUSANDS OF INDIVIDUALS at the MGH work behind the scenes daily to ensure the high quality of patient care, safety and comfort as well as efficiency in the hospital's daily operations. This same behind-the-scenes work led to the successful Feb. 2 opening of the MGH's Orthopædic and Rehabilitation Services at the new Brigham and Women's/Mass General Health Care Center at Patriot Place, a multispecialty ambulatory health care center in Foxboro.

Physicians and guests from the Foxboro area recently toured the 100,000-square-foot, four-story facility and met many of its clinicians and caregivers at an open house. MGH leadership who were integral to the development of the center marked the opening, including Harry E. Rubash, MD, chief of Orthopædic Surgery; Thomas Gill, IV, MD, chief of the Sports Medicine Service; Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development; Michael Sullivan, PT, DPT, director of Physical and Occupational Therapy Services; Joan Sapir, senior vice president of MGH Neurosciences, MassGeneral Hospital *for* Children, Dermatology, Physical Medicine and Rehabilitation, and Molecular Biology; and Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care Services and chief nurse.

Playing important roles in the creation of the new MGH facilities were Jane Parrish, administrative director of Physical Medicine and Rehabilitation; James "Zach" Zachazewski, clinical director of MGH Rehabilitation Services; and David Gaynor, executive director of Orthopædics. Zachazewski and Gaynor brought valuable project experience and planning insight, having managed the 2007 establishment of the MGH Sports Medicine Center.

"Thousands of hours have been devoted to the planning of this great facility," says Prestipino. "Key to the success of the new orthopædic, physiatry and rehab services have been Zach, David and Jane, who worked tirelessly with architects, project planners, BWH and MGH staff and consultants to bring everything together."

In agreement, Rubash adds, "Zach, David and Jane were essential to the smooth development of the MGH Orthopædic and Rehabilitation Services in Foxboro. They truly were the backbone of the project, pulling the pieces together."

The Brigham and Women's/Mass General Health Care Center comprises BWH primary care and MGH and BWH specialist services, including orthopædics, pain management, plastic and day surgery, diagnostic imaging and lab services. MGH comprehensive orthopædic surgical services include physiatry, sports medicine, hand, spine, foot and ankle, and arthroplasty services, which are colocated with MGH Rehabilitation Services in 13,500 square feet of space on the second floor of the center. MGH Rehabilitation Services includes physical, occupational and hand therapy, cardiac rehabilitation, wellness programs, performance evaluation and enhancement programs as well as a therapeutic pool and state-of-the-art weight training, cardiovascular, and strength and balance testing equipment.

For more information about the center, call (508)718-4000. ■

MGH/Timilty Partnership encourages young scientists

APPROXIMATELY 500 STUDENTS at the James P. Timilty Middle School in Roxbury proudly displayed their science fair projects Feb. 2 through 5 and answered questions from volunteer judges from the MGH and the community. Every year the MGH/Timilty Partnership assists with this schoolwide event, and this year, 36 students participated with the guidance of an MGH mentor. Mentors met with students weekly at the MGH and worked with them to craft proposals for their projects, refine their ideas, identify sources for research and prepare them for presenting their final projects.

"Mentoring Timilty students with their science projects for the last 14 years has been an incredible experience for me," said Guillermo Banchiere, director of MGH Environmental Services. "Every year, students bring new ideas and challenges, and it's always fun watching them grow as young scientists." Banchiere was one of the six Spanish/English bilingual MGH judges at the fair, which had a total of 43 MGH volunteers participating.

MENTORING YOUNG MINDS: From left, Cody Simon, eighth-grade Timilty Middle School student, and Ray Wadlow, MD, of the MGH Cancer Center

"Our volunteer judges make it possible to evaluate over 500 science projects," said Joan McCarthy, MGH/Timilty Partnership coordinator. "More than that, by listening carefully to students' presentations, our judges are encouraging students and showing them that their work and efforts matter to the larger community." ■

IN MEMORIAM

In memoriam: Anne W. Phillips

ANN WIGHT PHILLIPS, MD, an eminent authority and leading researcher on burns and burn prevention and one of the first female surgeons at the MGH, died Feb. 12. She was 91.

Phillips was considered a true pioneer for her time. In the 1930s she was one of only a few women to pursue a career in medicine. A 1939 graduate of Bryn Mawr College, she had hoped to attend Harvard Medical School but was unable to apply since Harvard did not yet accept female applicants. She instead enrolled in the University of Pennsylvania, one of the few medical schools open to women. Graduating in 1943, Phillips then completed a surgical residency at Laird Memorial Hospital in West Virginia and returned to Boston in 1949. She began her career at the MGH under the mentorship of renowned burn specialist Oliver Cope, MD, and eight years after being unable to attend Harvard, Phillips began teaching its third-year medical students. She remained on staff at the MGH and the Shriners Burns Institute through the 1980s.

Phillips made many valuable and lasting contributions through her research and care of burn patients, proving that respiratory damage from smoke inhalation – more so than burns and shock – was responsible for many fire fatalities. Later in her career, she began a crusade to educate the public about fire prevention, and in 1971 President Richard M. Nixon appointed Phillips to the National Commission on Fire Prevention and Control. In 1974, she established a privately funded group to teach the public about fire safety: the National Smoke, Fire and Burn Institute.

During her lifetime, Phillips was honored with a number of awards, including the American Burn Association's highest honor, the Burn Prevention Award, and was the first woman to win the Fire Protection Man of the Year Award, given by the Society of Fire Protection Engineers. In 2006, the Home Safety Council and the Congressional Fire Services Institute founded the Anne W. Phillips Award to honor individuals who continue her work. She was also appointed an honorary lifetime member of the National Fire Protection Association. Later in her life, Phillips authored "The Corners in Time" and "The Foothills of Happiness," a series of novels about a woman pursuing a career in medicine.

Phillips' career broke ground for women in medicine and helped further the possibility for women to attend medical school. Her contributions to the treatment and understanding of fire injuries, particularly those related to smoke inhalation, are innumerable and will continue to benefit countless patients for years to come.

Phillips is survived by her son, daughter, four grandchildren, and nieces and nephews. A memorial service will be held at First Parish Church in Brookline March 28 at 11 am.

Me and my shadow

THE MGH recently hosted 52 students from Boston Public Schools as a part of its 14th annual Job Shadow Day, sponsored by the MGH Center for Community Health Improvement in partnership with the Boston Private Industry Council. Students from East Boston High and Health Careers Academy were paired with individuals from MGH departments such as Buildings and Grounds, the Cancer Center, the Emergency Department, Human Resources, Information Systems and Internal Medicine.

The students' MGH hosts related worksite experience to learning at school, emphasizing the importance of science, technology, engineering and mathematics, while providing the students with first-hand experience of the health care field. Shadowing their hosts, students attended meetings, rounds or patient visits and assisted patients or customers. MGH employees explained the skills, responsibilities, education and training required for employment in the health care setting, while students were able to identify possible career interests, understand the connection between education and employment, and learn how to interact and behave in a professional environment.

BRIGHT SHADOWS: From left, Amelia Henning, CNM, MSN, of the MGH Midwifery Practice, with student Gaelle Pierre

"What a great experience I had with my student," said Kathleen Selleck, RN, of Radiation Oncology. "She was a terrific guest and I hope she enjoyed it. The staff here opened their arms to her, and I was touched by the receptiveness of my coworkers."

WHAT'S HAPPENING

Senior HealthWISE events

MGH Senior HealthWISE will offer the following free events for seniors age 60 years and older: a hypertension screening March 2 from 1:30 to 2:30 pm at the Hill House at 127 Mt. Vernon St., and "Yoga and Aging" March 5 from 11 am to noon in the Haber Conference Room with certified yoga instructor Brenda Santora. For more information, call (617) 724-6756.

Genetic literacy lecture

The MGH Clinical Research Program and MGH Biostatistics Center are sponsoring "Genetic Literacy: A Guide to Understanding the Language and Basic Concepts of Modern Genetic Research" March 25 from 2 to 5 pm at the Simches Research Center, conference room 3110. Jordan Smoller, MD, ScD; Susan Slaugenhaupt, PhD; and Shaun Purcell, PhD, will describe the terminology, technologies and methodologies of modern genetics. The lecture is intended for clinicians, investigators, nurses and other clinical research staff with an interest in genetics and genomics. To register, access *http://hub.partners.org*. For more information, contact Suzanne Guerette at (617) 724-2900.

Pediatric Neuro-Oncology symposium

Harvard Medical School's Department of Continuing Education will present, "Pediatric Neuro-Oncology in the Proton Era" April 16 and 17 at the Royal Sonesta Hotel Boston with William E. Butler, MD; David H. Ebb, MD; Nancy Tarbell, MD; and Torunn I. Yock, MD, MCH. The course is geared toward those interested in learning more about the field, as well as those currently active in it. For registration information, access *www.protonpedi.org*.

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LEADERSHIP IN MENTAL HEALTH: From left, Libby Shapiro, PhD, acting director of the Center for Psychoanalytic Studies, Tye and Ulman

Annual MGH Endowment Community Award presented

THE ENDOWMENT FOR THE ADVANCEMENT OF PSYCHOTHERAPY (EAP), a program of the MGH Development Office, recently presented its annual Endowment Community Award for Leadership in Advancement of Mental Health to journalist Larry Tye and Kitty Dukakis, wife of former Massachusetts Gov. Michael Dukakis. Tye and Dukakis are co-authors of the book, "Shock: The Healing Power of Electroconvulsive Therapy," which describes the evolution of electroconvulsive therapy and chronicles Dukakis' personal journey from clinical depression to clarity after receiving the treatment at the MGH.

The award was presented at the Annual Case Conference of the Center for Psychoanalytic Studies Jan. 31 in the O'Keeffe Auditorium. Kathleen Ulman, PhD, board member of the EAP and member of the MGH Women's Health Associates, presented the award to Tye, who accepted the award on behalf of Dukakis and himself.

The mission of the EAP is to support training, research and public education of psychotherapy. For more information, contact the MGH Development Office at (617) 726-2200.

03.06.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Changing Partners

Partners HealthCare announces leadership change in 2010

JAMES J. MONGAN, MD, president and CEO of Partners HealthCare since 2003, who served as MGH president from 1996 to 2003, has announced he will be stepping down from his position at the end of December 2009. His successor will be Gary Gottlieb, MD, MBA, *right,* current president of Brigham and Women's/Faulkner Hospitals.

In a message to the Partners community, Mongan said he was delighted that the Partners Board of Directors approved the appointment of Gottlieb, who brings "a deep understanding of Partners and a strong commitment to its future as an academic health care system." He lauded Gottlieb's successes as head of Partners Psychiatry and Mental Health, North Shore Medical Center, Brigham and Women's/Faulkner Hospitals and McLean Hospital during the past 10 years.

"In addition to his impressive track record of experience and accomplishments, Gary's fundamental qualities of intelligence, integrity, maturity and warmth should make him a superb leader of Partners in the years ahead," said Mongan.

"Gary has done a great job in his previous roles across Partners," agrees MGH President Peter L. Slavin, MD. "I have developed a very close and positive relationship with him during his tenure as president of the Brigham and look forward to working with him in his new role as Partners CEO."

Gottlieb received his bachelor's degree cum laude from Rensselaer Polytechnic Institute and his medical degree from Albany Medical College of Union University. He served as chief resident at New York University/Bellevue Medical Center and completed his internship and residency there. A Robert Wood Johnson Foundation clinical scholar, Gottlieb earned a master's in business administration with distinction in health care administration from the University of Pennsylvania's Wharton Graduate School of Business Administration.

Focusing on geriatric psychiatry, he established the University of Pennsylvania School of Medicine's first program in geriatric psychiatry and helped it achieve national recognition. At the university, he became executive vice chair and interim chair of the Department of Psychiatry, and associate dean for managed care for the University of Pennsylvania Health System. In 1994, he became director and chief executive officer of Friends Hospital in Philadelphia, the oldest independent

(Continued on page 2)

PINNING CEREMONY: From left, Hawkins, Dubose and Jasey

African-American pinning ceremony

MGHERS GATHERED in the O'Keeffe Auditorium Feb. 13 to celebrate Black History Month at the 9th Annual Patient Care Services African-American Pinning Ceremony. Established to acknowledge the contributions of African-American employees at MGH, the event was led by Deborah Washington, RN, director of Diversity for Patient Care Services. MGH service consultant Vanessa McClinchy opened the ceremony by singing "The Greatest Love of All." Pinning Ceremony awardees – Jennifer Dubose, LPN, blood transfusion services nurse; Raymond Hawkins, cardiovascular perfusionist; and Audrey Jasey, RN, staff nurse on Ellison 16 – were nominated and selected by African-American colleagues and recognized by the hospital community.

– Partners

(Continued from page 1)

psychiatric hospital in the United States. In addition to his academic, clinical and management record, Gottlieb has published extensively in geriatric psychiatry and health care policy. He is a professor of Psychiatry at Harvard Medical School and a past president of the American Association of Geriatric Psychiatry. From 1998 to 2005, Gottlieb served as the first chairman of Partners Psychiatry, and from 2000 to 2002, he was the president of North Shore Medical Center. In 2002, he was named president of Brigham and Women's/ Faulkner Hospitals.

Gottlieb is a recognized community leader in Boston and has focused much of his attention on disparities in health care and workforce development. From 2004 through 2005, he was co-chair of the Mayor's Task Force to Eliminate Health Disparities and is currently chairman of the Private Industry Council, an organization that works with members of the community and government to provide leadership to public and private workforce development programs.

Over the past seven years, Mongan has led Partners through a period of growth and development, ushering in new technologies across the affiliate hospitals – such as the electronic medical record and electronic medication administration process, and advocating for health care reform for the commonwealth. He has promoted transparency and a new level of quality and safety with the adoption of High Performance Medicine, a Partnerswide initiative that focuses on five key areas – technology, patient safety, uniform high quality, better care for the sickest and the most expensive patients, and increased efficiency in the use of high-cost drugs and tests.

Mongan will continue to lead Partners for the rest of this year and upon his retirement will remain active within the local and national community – teaching, writing and speaking on public policy and health care management issues. ■

FIRST MARTIN AWARDS PRESENTED: From left, Martin, Breton and Shum

Martin awards honor top MGH basic and clinical research published in 2008

TWO MGH RESEARCH TEAMS received the first annual Joseph B. Martin Research Awards at the Feb. 11 Celebration of Science Colloquium dinner held in conjunction with the annual Scientific Advisory Committee meeting. Established in honor of Joseph B. Martin, MD, PhD, former dean of Harvard Medical School and a previous chief of the MGH Neurology Service, the awards honor the best MGH basic and clinical research papers published in 2008.

The basic research award was presented to a team from the Program in Membrane Biology/Division of Nephrology within the MGH Center for Systems Biology for a paper appearing in the Dec. 12 issue of *Cell.* It had been assumed that the deepest layer of the epithelial tissue that lines bodily cavities primarily provides structural foundation. Under the leadership of Sylvie Breton, PhD, the MGH investigators showed that "basal" cells actually extend to the surface of tissues in the respiratory and male reproductive systems, where they act like tiny sensors to detect hormones and pathogens and transmit signals to adjacent cells. Winnie Shum, PhD, and Nicolas Da Silva, PhD, were first and second authors of the paper, which will potentially rewrite textbook information on these cells and may lead to new ways to intervene in a broad range of physiologic processes.

"We are deeply honored to receive the first Martin Basic Research Award," says Breton, who in 1997 was among the first recipients of the Claflin Distinguished Scholar Award that helps young women build research careers at MGH. "In addition to the substantial financial support this award provides to our laboratory, it also illustrates the tremendous commitment of MGH to its research enterprise. It is truly rewarding to work in such a supportive environment."

The clinical award honored a Jan. 24 *New England Journal of Medicine* paper by the Transplantation Biology Research Center (TBRC) and clinical Transplant Center. A protocol combining kidney and bone marrow transplantation allowed four of five recipients to discontinue immunosuppressive drugs, despite receiving organs from immunologically mismatched donors. Another landmark in the TBRC team's pursuit of ways to trick the immune system into regarding a donor organ as "self," the study has led to a multi-institutional clinical trial sponsored by the National Institutes of Health. The research team includes TBRC investigators, led by David Sachs, MD, and Megan Sykes, MD; transplant surgeons Tatsuo Kawai, MD, and A. Benedict Cosimi, MD; Thomas Spitzer, MD, director of the Bone Marrow Transplant Unit; and Nina Tolkoff-Rubin, MD, medical director of Kidney Transplantation.

"We are honored and grateful to receive this prestigious award," says Sachs. "It has been gratifying to see many years of basic research translated into a clinical protocol that allows these patients to avoid the burden of chronic immunosuppression. Our results could not have been achieved without the dedication and commitment of many clinicians and researchers in a collaborative effort fostered by the unique clinical research environment at MGH."

A scientific symposium to celebrate the Martin awards will take place May 7 from 3 to 5 pm at the Simches Research Center, conference room 3110. ■

IN MEMORIAM

In Memoriam: Henry J. Llewellyn, MD

HENRY J. LLEWELLYN, MD, retired MGH radiologist, died Feb. 13. He was 71.

Llewellyn was a longstanding member of the MGH Radiology Department, working there from 1974 to 2008. During his tenure, he established many friendships with colleagues and patients, and made a positive impact on the Harvard Medical School students he enjoyed teaching as assistant professor of Radiology. A strong advocate for effective patient communication, Llewellyn often went to great lengths to ensure that radiology test results were passed on quickly to the patient.

A Philadelphia native, Llewellyn received his undergraduate degree from the University of Houston in 1958 and his medical degree from the University of Texas Southwestern Medical School in 1962. He completed an internship at the U.S. Naval Hospital in Portsmouth, Va., and as an avid pilot, he went on a tour of duty as a flight surgeon for the U.S. Navy. Following the tour, he completed a radiology residency at Mallinckrodt Institute in St. Louis, Mo., where he became an instructor of radiology. In the early 1970s, Llewellyn moved to Rhode Island and built a successful private practice before coming to MGH in 1974 as an assistant radiologist in the Baker Radiology Service. He went on to work in several areas of the department, including the Outpatient Radiology Service. As a general radiologist with an expertise in reading plain film and CT images, Llewellyn worked closely with many services throughout the hospital. When the department was reorganized 10 years ago, he began to specialize in thoracic radiology.

Llewellyn served on a number of committees at MGH and had a particular interest in the areas of quality assurance/assessment and disaster planning. He was a member of several medical societies and networks, published several articles on diagnostic imaging and, until his retirement, served as a reviewer for *The New England Journal of Medicine.*

Llewellyn is survived by his grandniece, grandnephew, two stepchildren, and many friends, colleagues and former students. The Department of Radiology will hold a memorial service for Llewellyn April 14 from 4 to 5 pm in the Robbins Room on Founders 2.

Personalizing cancer care

CANCER IS MOST COMMONLY classified by its location – in the lungs, liver, breast or elsewhere. In truth, however, every tumor is unique, and the genetic makeup of a tumor can often be more important than where it is located.

The MGH Translational Research Laboratory was established as a partnership between the MGH Cancer Center and the MGH Pathology Department to ultimately identify genetic idiosyncrasies in the tumor of nearly every cancer patient. Physicians will screen for 110 known abnormalities carried on 13 common cancer genes. By pinpointing these abnormalities, physicians will be able to better personalize a patient's treatment – to match the tumor with the most appropriate "targeted drug" – which may create better outcomes. Previously, only a sampling of patients had their tumors analyzed in such a comprehensive fashion.

This revolutionary new practice is being made possible by a $125,000 donation from Boston charity, Aid for Cancer Research, which enabled the development and purchase of automated equipment that will accelerate the pace of genotyping tumors. Clinicians will be able to genetically profile up to 100 tumors per week, a marked increase from the current rate of 10 to 20 a week.

"This new and improved classification of cancers is intended to give oncologists more information about a specific patient's cancer, so they can treat it in a very specific way, thereby increasing the odds of successful treatment," says A. John Iafrate, MD, PhD, executive co-director of the Translational Research Laboratory and director of the MGH Diagnostic Molecular Pathology Laboratory. Leif Ellisen, MD, PhD, an oncologist and researcher at the MGH Cancer Center is executive co-director of the laboratory, and Darrell Borger, PhD, and Dora Dias-Santagata, PhD, serve as co-directors.

The generous gift to the MGH Cancer Center was given in recognition of Aid for Cancer Research's 60th anniversary. The organization comprises 24 volunteers and a Medical Advisory Board of local physicians.

For more information about the Translational Research Laboratory, visit *www2.massgeneral.org/cancer-research.* ■

DONATION ADVANCES CANCER CARE: From left, Borger; Ellisen; Iafrate; Aid for Cancer Research members Elisa Silverman, corresponding secretary; Jamie Segill, vice president; Susan Kohen, president; Lynne Segill, board member; and Dias-Santagata

03.06.09 MGHHOTLINE

MGH nurses honored by MARN

THE MASSACHUSETTS ASSOCIATION of Registered Nurses (MARN) recently named three MGH nurses within the Institute for Patient Care as recipients of its 2009 awards. The winners will be recognized during MARN's annual awards dinner April 3 at the Dedham Hilton Hotel.

Barbara Blakeney, MS, APRN-BC, ANP, has been named a recipient of the Living Legends in Massachusetts Nursing Award. This award recognizes nurses who have made a lasting contribution to the field. A former president of the American Nurses Association, Blakeney joined MGH in 2006 as an innovations specialist within the new Center for Innovations in Care Delivery.

Edward Coakley, RN, MSN, MA, MEd, director emeritus of MGH Patient Care Services, is the recipient of the Mary A. Manning Mentoring Award. The award and $300 prize are given to a nurse who offers consistent and thoughtful support to other nurses in practice or in the pursuit of advanced education. Coakley has served as a mentor to numerous colleagues throughout his more than 30-year career at MGH.

Dorothy Jones, RN, EdD, FAAN, director of the Yvonne L. Munn Center for Nursing Research, has been selected as the winner of the Excellence in Nursing Research Award. A leading nurse scientist at MGH since 1988, Jones has published and presented her work throughout the country and world and has served on a wide range of committees and editorial boards.

For more information on MARN and its annual nursing awards, visit www.marnonline.org.

WHAT'S HAPPENING

National Patient Safety Awareness Week

The MGH/MGPO Center for Quality and Safety and the PCS Office of Quality and Safety will host an information table featuring brochures, games and prizes in the White Lobby in honor of National Patient Safety Awareness Week March 9 to 13 from 10 am to 2 pm. This year's focus is "Speak Up for Patient Safety."

Budget Blueprint Seminars

The Harvard University Employees Credit Union is sponsoring free Budget Blueprint Seminars March 11 from noon to 1 pm at CNY Building 149, conference room A, and March 23 from noon to 1 pm in the O'Keeffe Auditorium. For more information or to register, visit *www.huecu.org*.

HMS Diversity Awards Ceremony

The Harvard Medical School (HMS) inaugural Howard, Dorsey, Still Lecture and 2008 Diversity Awards Ceremony will take place March 11 from noon to 2:30 pm in the Benjamin Waterhouse Room, Gordon Hall at HMS. The lecture will be given by Neil R. Powe, MD, MPH, MBA, from the Johns Hopkins Bloomberg School of Public Health. To register call (617) 432-4698 or e-mail *melissa_alexis@hms.harvard.edu* by March 9.

Steps to Success series

MGH Training and Workforce Development will host the second event in its Steps to Success series, "Taking the First Step, Strategies to get on a Successful Career Path" March 12 from noon to 1 pm in the Yawkey Center, conference room 2-210. The seminar will help identify barriers that may prevent adults from returning to school and will provide information on starting and staying on a successful career path. Employees who plan to attend are encouraged to register to *mghtraining@partners.org*.

Presentation on Joint Commission and Patient Safety

A special presentation on the Joint Commission and Patient Safety will be held March 10 from 1:30 to 3 pm in the O'Keeffe Auditorium. Ann Scott Blouin, RN, PhD, executive vice president of the Division of Accreditation and Certification Operations at the Joint Commission, along with several MGH Excellence Every Day champions, will discuss Joint Commission standards and efforts to ensure patient safety nationwide. For more information contact John Murphy, RN, MS, at (617) 723-3007 or *jmurphy10@partners.org*.

Senior HealthWise events

MGH Senior HealthWISE will offer a free lecture for seniors age 60 years and older, "Tests of the Heart: Coronary Artery Disease Evaluation" March 12 from 11 am to noon in the Haber Conference Room with speaker Dorothy Sullivan, NP, of the MGH Heart Failure Center. For more information, call (617) 724-6756.

IN GENERAL

Alexander Green, MD, MPH, has been named a 2008 recipient of the Harold Amos Faculty Diversity Award by Harvard Medical School (HMS). The award honors faculty who have contributed significantly to the advancement of diversity and inclusiveness at HMS. Green will be honored at the HMS Diversity Awards ceremony March 11.

Jasey receives NERBNA award

AUDREY JASEY, RN, BSN, CMSRN, staff nurse for the General Medicine Unit on Ellison 16, received the New England Regional Black Nurses Association (NERBNA) Excellence in Nursing Award during NERBNA's annual "Excellence in Nursing Celebration" Feb. 23 at the Copley Marriott Hotel in Boston.

Jasey, who has worked at MGH since 1997, is widely recognized by colleagues and patients for both her nursing expertise and kindness. Every holiday season, Jasey organizes the "adoption" of a family in need with the help of her patient care unit, providing the family with gifts and essential items.

"What makes Audrey's practice particularly special is her commitment to building relationships with patients and families without preconceived ideas," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse.

Jasey is also known for her passionate involvement in the health care community, which includes her work as a mentor for the Clinical Leadership Collaborative, a partnership between the University of Massachusetts Boston and Partners HealthCare established to support minority nursing students, and her position as co-chair of the Patient Care Services Diversity Steering Committee.

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EARTH FRIENDLY: From left, Joshua Felder and Ernst Decilia, of MGH Nutrition and Food Services, sort bottles, cans and plastic into specially marked bins to be recycled.

It's easy being green

MGH expands recycling efforts

MGH RECYCLING IS GROWING by leaps and bounds. As the largest hospital cafeteria in Boston, more than 8,500 people buy food from the Eat Street Café each day – that adds up to a lot of bottles, cans and plastic. Eat Street Café is one place where you will not find a recycling bin, however; all of the recycling happens behind the scenes.

"Our staff is extremely skilled, and they work very quickly to put all recyclable materials in the right place," says Ridwan Himawan, retail revenue systems manager for Eat Street Café.

As diners are placing their tray on the conveyor belt located at the cafeteria exit, Eat Street workers are poised on the other side ready to sort the flatware,

(Continued on page 2)

Acute Pain Service established for 24-hour pain management

THE MGH DEPARTMENT of Anesthesia and Critical Care provides a range of anesthetic, perioperative and pain management services to thousands of patients annually. Last year based on a hospitalwide survey, the department identified the need for a dedicated inpatient service for perioperative and trauma pain. A proposal was put forth to create the Acute Pain Service, and under the guidance of department chief Jeanine Wiener-Kronish, MD, the service officially launched Jan. 5.

Led by Padma Gulur, MD, director of the MGH Inpatient Pain Service, the Acute Pain Service is staffed by eight anesthesiologists who specialize in acute perioperative pain management. The referral-based group provides daily 24-hour coverage and management of patients with postoperative, post-traumatic and other types of acute pain requiring specialized intervention, including epidural analgesia, continuous peripheral nerve blockade or complex pharmacological management. The new service is also introducing more advanced pain management techniques, such as patient-controlled epidural analgesia.

"The establishment of the Acute Pain Service has increased access to the expertise required to provide safe, effective pain relief for patients with complex needs," says Paul Arnstein, RN, PhD, clinical nurse specialist for pain relief.

In addition to providing pain relief, the new service hopes to educate residents in the management of acute pain and contribute to clinical research in the field. A rib fracture study already is underway with the Division of Trauma, Emergency Surgery and Surgical Critical Care.

The Acute Pain Service can be paged at 2-7246. For administrative questions or concerns, call (617) 724-1204.

PROVIDING PAIN RELIEF: Front row, from left, Lisa Watt, PNP; Brinda Kamdar, MD; Torin Shear, MD; Sonia Gupta, MD. Back row, from left, Jingping Wang, MD, PhD; Cosmin Gauran, MD; Matthias Eikermann, MD, PhD; Erik Shank, MD; Wiener-Kronish; and Gulur

– Green

(Continued from page 1)

plastic items, glass bottles, soda cans and food. Silverware is sent to be washed, and food waste is immediately flushed down a disposal system that collects and filters the waste. The water used to filter the waste is recirculated back into the disposal system.

Separated plastics, bottles and soda cans are placed into green trash bags to be recycled. During a busy lunch hour, workers can fill as many as six bags of each type of material – ten bags in total each day. The recyclables are then processed by Environmental Services and removed from the waste stream. Between October 2008 and January 2009 alone, 23,519 pounds of plastic, bottles and cans were recycled.

"We are even recycling the cooking oils used to fry foods," says Himawan. "The hospital has an agreement with a local company that comes to collect our used cooking oil about once a week for use as an alternative fuel." In addition, Nutrition and Food Services is now using a natural, biodegradable and nontoxic all-purpose cleaner.

People who prefer to take out food from Eat Street Café can still make a difference by recycling. Plastic food and beverage containers with the number one through nine on the bottom of the container can be placed into the green recycling bins around the MGH campus. Paper recycling bins are also available in most areas, and cardboard can be placed next to these for recycling.

"People may not have known that Eat Street is recycling," says Ed Andrews, leader of the Raising Environmental Awareness League (REAL) at MGH. "We hope that raising awareness of this recycling program will inspire more people to recycle and conserve energy in their own areas."

To request paper and plastic recycling bins, contact Environmental Services at (617) 726-2445. For more information about REAL, visit *www2.massgeneral.org/ESD.* ■

RIGHT UP THEIR ALLEY: Front row, from left, Patricia Frederico and Donna Loretti. Back row, from left, Kotelly, Jim O'Connell, George Terzides, Brenda Dennis, Dan Caufield, Jeff Davis, Brad McKenna and Bob McKenna Jeff Davis, Brad McKenna and Bob McKenna.

MGHers roll with the times

THE IRISH BAND U2 wasn't the only group rocking and rolling last week in Somerville's Davis Square. A group of MGHers makes rocking and rolling a weekly affair: the MGH Candlepin Bowling League.

Every Thursday nearly 50 members of MGH engage in friendly competition at Sacco's Bowl Haven. Some are dressed in the "official" red and black bowling league shirts, while others still wear their scrubs. Between the sounds of falling pins, both supportive cheers and a little bit of heckling can be heard as bowlers of all ages come together.

Jimmy Green, a Partners retiree, has been bowling with the league for 30 years. He never misses the weekly gathering at Sacco's. Bowling with his friends and former colleagues, he says, is "my thing to do."

Generations of New Englanders have tried to master the art of candlepin bowling, and the same can be said for MGHers. At its annual banquet this coming June, the league will celebrate its 60th anniversary.

So what is the secret to knocking over all those pins? League scorekeeper Jeanne Kotelly, research space management operations manager, says it's all about the direction of your hand when you release the ball: "Your palm needs to be pointed at the pin you want to hit."

For more information about the league, visit *http://mghbowling.partners.org/home.html.* ■

Stoeckle Center and HMS co-host Cabot Lectures

THE CABOT PRIMARY CARE LECTURE SERIES was designed by the Cabot Society, a student and faculty group at Harvard Medical School (HMS), to encourage dialogue about issues important in primary care medicine – such as patient-doctor communication, care of the underserved, community medicine, professionalism, quality of care and health care policy. The series was founded in 1993, and last October, the John D. Stoeckle Center for Primary Care Innovation and the HMS Primary Care Division partnered to co-host the series.

January's lecture featured Susan Dentzer, *left*, editor-in-chief of *Health Affairs*, a leading medical journal for health policy, and former correspondent for "The News Hour with Jim Lehrer." In her talk, "Health Reform and the Future of Primary Care," Dentzer provided an overview of health reform and the issues facing primary care. She addressed the challenges of conceptualizing the future and spoke about the new U.S. administration and President Barack Obama's campaign proposals, which she said are likely to change in the current economic decline. She suggested that now is the time for the health care system to align incentives to maximize efficiency and improve health outcomes, noting that trends affecting primary care may pave the way for adopting new models of care.

February's guest speaker was Rich Roberts, MD, president of the World Organization of Family Doctors, professor of Family Medicine at the University of Wisconsin and a family medicine physician. In his talk, "The Global Solution: Primary Care = International Health," Roberts shared his view of primary care, specifically family medicine and how it is practiced around the world. He noted that mortality rates decrease as family medicine becomes more available in a community. He also stressed that it is the relationship with the patient that truly differentiates outcomes. Roberts closed by encouraging medical students to consider global health as one of the many paths they might choose during their careers.

Eight Cabot Lectures are scheduled for this academic year. For information, access *www.stoecklecenter.org.*

Redesigning Primary Care at MGH Revere

IS IT POSSIBLE to reduce wait times for physical exams from nine months to two months at a busy primary care practice without adding staff? According to Joan Niles, RN, MGH Revere HealthCare Center Adult Medicine unit nurse leader, and Amy Wheeler, MD, MGH Revere Adult Medicine unit chief, the answer is yes.

Niles and Wheeler recently spearheaded a primary care redesign project to address the wait time for physical exams at the health center. Prior to the initiative, the demand for physicals was more than twice the available time slots. Doctors were reluctant to have secretaries schedule more than one or two physicals per four-hour session because of the amount of time these appointments typically require.

To address the challenge, Niles, Wheeler and the staff at MGH Revere developed a new process for scheduling and conducting physical exams. While the new process involved only a number of small changes, it led to a vast improvement. Primary care physicians were able to complete an average of nine physical exams in a four-hour session, which amounted to a 50 percent increase in productivity. The changes also led to a more efficient work schedule for physicians and pleased patients who received special attention from the care team both before and after seeing their physician.

Central to the new design was the expanded role of the medical assistant. As part of the redesign process, medical assistants began to collect information from patients by calling them a week prior to their appointment. They asked patients if they wanted to discuss special concerns with their doctor, and they inquired about the patients' medications, refills they needed and health screenings that may have been done or were due. This pre-appointment call decreased the amount of work physicians needed to complete during the exam. Also, with the information, medical assistants could prepare the exam room prior to the visit with any special supplies or equipment. After the visit, medical assistants completed lab requisitions, provided the patient with educational information and prepared referral paperwork, which was specified by physicians using a simple checklist.

"Physicians, medical assistants and patients were delighted with the results of the redesign," says Wheeler. "One physician told us it was her easiest session, and there were reduced wait times for physicals as well as fewer no-shows. Most importantly, patients reported that they were pleased with the special attention they received from the care team." ■

PRIMARY CARE AT REVERE: Front row, from left, Sina Sakhen, MA; Courtney Miller, MA; Melissa Lopez; Asmaa Sahrour, MA; and Wheeler. Back row, from left, Allison McDonough, MD; Winnie LeVine -Sawyer, RN; Lisa Valentine; Eric Weil, MD; Michele McHugh, NP; and Niles.

A GIFT OF LIFE: Brigitte with her mother, Yisel

Heartfelt Help at MGH*f*C

MASSGENERAL HOSPITAL FOR CHILDREN (MGH*f*C) is no stranger to helping children and families in need – even those who travel from around the world for care.

Two-year-old Brigitte Flores from Panama was born with a heart condition known as Tetralogy of Fallot, which is not one but five congenital heart defects. Fortunately for Brigitte, the Gift of Life Foundation stepped in, funding her trip to Boston and putting her in the hands of Jeff Myers, MD, PhD, chief of Pediatric Cardiac Surgery at MGH*f*C.

"Without treatment, Brigitte would likely not live beyond her twenties," says Myers. "It was imperative that she receive this surgery now."

Brigitte's condition is not one of a kind. In fact, her twin sister in Panama is also coping with the same syndrome, and will be having surgery in Michigan this August.

In early February, Brigitte came to Boston with her mother, Yisel. They were hosted by Boston University's Sargent College Rotaract Club, which donated housing and raised funds to support their stay. Rotaract Club members also took turns staying overnight at the family's apartment and spent time with Yisel and Brigitte during the day.

Brigitte left MGH*f*C Feb. 16 following her surgery and recovery and will return to Panama very soon.

"We've taken a little girl and given her back to her mom with a full life expectancy and the ability to do all the great things every little girl should get to do," says Myers. "That always makes us feel really good."

WHAT'S HAPPENING

Parent Group Meetings

The Pediatric Group Practice is now hosting parent group meetings to educate and support parents on various topics. Meetings are held the first and third Wednesday of each month from 9 to 10 am in the Yawkey Center, room 7-980. The March 18 topic is "Caring for the Flu at Home." For more information, call Anne LaMontagne at (617) 726-2728.

Senior HealthWISE Events

MGH Senior HealthWISE will offer the following free events for seniors ages 60 years and older: a one-hour, indoor, low-impact exercise class "Get Warm, Stay Fit" March 19 from 11 am to 1 pm at the Clubs at Charles River Park followed by lunch; and a book club discussion of "The Painted Veil" by W. Somerset Maugham March 19 from 3 to 4 pm at the West End Library. For more information or to register, call (617) 724-6756.

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MGH Blood Donor Center offers a Taste of the Town

THE MGH BLOOD DONOR CENTER is hosting its annual Taste of the Town event to thank blood donors for their lifesaving donations. Every Friday in March, beginning at noon, donors will have the opportunity to sample signature cuisine from a variety of local sponsors, including the Upper Crust Pizzeria, Cabot Creamery, Finagle a Bagel, Max's Deli Café and J. Pace & Son.

Located in the Gray Lobby, the Blood Donor Center is open for whole blood donations Tuesday through Thursday, from 7:30 am to 5:30 pm; and Friday, from 8:30 am to 4:30 pm. The center is also open for platelet donations Monday through Thursday, from 7:30 am to 5 pm; and Friday, from 8:30 am to 3 pm. For more information or to schedule an appointment, call (617) 726-8177.

Career Information Day

MGH Training and Workforce Development will sponsor its sixth annual Career Information Day March 25 from 10:30 am to 3:40 pm in the Thier Conference Room. The following sessions will be held to assist employees with their career development: nursing, 10:30 to 11:10 am; medical imaging, 11:15 to 11:55 am; medical technology, noon to 12:40 pm; surgical technology, 12:45 to 1:25 pm; professional billing and medical coding, 1:30 to 2:10 pm; electrodiagnostic technology, 2:15 to 2:55 pm; and respiratory therapy, 3 to 3:40 pm. For more information, contact John Coco at (617) 724-3368 or *jcoco@partners.org*.

Global Health Grand Rounds

As part of the Global Health Grand Rounds, the MGH Division of Global Health and Human Rights and the Department of Emergency Medicine will co-sponsor a panel discussion, "Organ Trafficking and Transplant Tourism – Consequences in a Global Environment," March 25 from 4 to 5:30 pm at the Littauer Building at the Harvard Kennedy School of Government, fourth floor. For more information, call Elizabeth Cafferty at (617) 643-3110.

MGH Backup Childcare Center

Located on-campus in the Warren Building, the childcare center offers occasional or temporary childcare for MGH employees and patients. The center serves children ages 9 months to 12 years from 6:45 am to 5:45 pm daily and is currently planning for upcoming school vacation weeks and holidays, as well as summer programs. For more information or to register, visit *www.partners.org/childcare*.

IN GENERAL

Deborah Washington, RN, PhD(c), director of MGH Diversity for Patient Care Services, has been named the inaugural recipient of the Arnold Z. Rosoff "Agent of Change" Award. The Rosoff awards, co-sponsored by the Greater Boston Chamber of Commerce and the Ad Club of Boston, seek to promote greater diversity in local advertising and business. Washington has helped create a variety of programs to encourage and support diversity at MGH, including the annual African-American Pinning Ceremony and the hospital's first culturally competent care curriculum, an educational program for staff and employees. She will accept the award at a March 23 gala at the Museum of Fine Arts.

Nursing Spectrum finalists

EIGHT MGH NURSES have been named New England finalists for the 2009 *Nursing Spectrum* Excellence Awards. The prestigious awards recognize nurses who have made extraordinary contributions to their field. Nurses are nominated in six categories: Advancing and Leading the Profession, Clinical Care, Community Service, Management, Mentoring, and Teaching. Finalists are selected by a panel of regional nursing leaders.

This year, the MGH finalists are:

Advancing and Leading the Profession
Amanda Stefancyk, RN, MSN, MBA, of General Medicine

Clinical Care
Stephanie Ennis, NP, of Cardiac Surgery
Grace Good, APRN, BC, of General Medicine

Community Service
Lin-Ti Chang, MSN, RN-BC, APRN-BC, CCRN, of the Department of Nursing

Management
Joanne Kaufman, RN, BS, MPA, A-CCC, of Case Management
Adele L. Keeley, RN, BSN, MA, of the Medical Intensive Care Unit

Mentoring
Diane L. Carroll, RN, PhD, FAAN, of the Yvonne L. Munn Center for Nursing Research
Kerri A. Tyman, RN, BA, BSN, of the Medical Intensive Care Unit

The finalists will be honored and a winner announced for each category at the *Nursing Spectrum* gala May 12 at the Marriott Hotel in Burlington, Mass. The six winners will be eligible for the National Nurse of the Year Awards.

03.20.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A penny for your thoughts?

TAKING AN innovative idea from cocktail napkin to tangible invention is getting easier, thanks to an exciting new resource known as the MGH Innovation Support Center. This new effort will help MGH inventors move their good ideas through the various stages of the innovation pipeline toward commercialization – the point at which inventions can actually help patients and their families.

The Innovation Support Center collaborates closely with Partners Research Ventures and Licensing, CIMIT, the Council for Technology Adoption and Innovative Process Promotion, and the Biomedical Engineering Model Shop. All of these entities are similarly focused on moving technology, innovations and valuable devices to the marketplace.

The new center aims to help inventors overcome technical barriers to commercializing their innovations and will invest in specific projects that have the potential for improving patient care by refining and polishing ideas and providing the necessary support to move an idea forward. Those working with the center will have ready access to engineering and prototyping expertise, as well as project management support and mentoring.

For more information about the center, contact Harry DeMonaco, MS, at *hdemonaco@partners.org*, or Christiana Iyasere, MD, MBA, at *ciyasere@partners.org*.

MENTORING THE FUTURE: Timilty Middle School student Louis Casiano Jr., left, with MGH mentor Bill Banchiere, director of Environmental Services

Faces of the future

MGH volunteers mentor young scientists

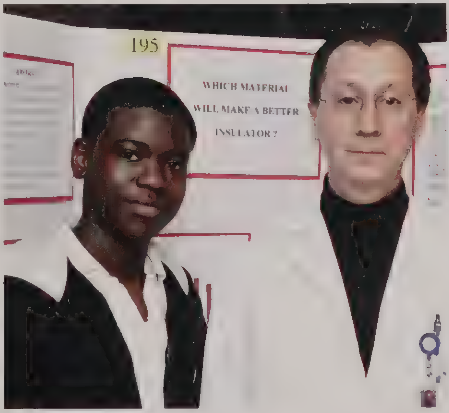
ON THE SURFACE, respiratory therapist/biomedical technician Vincent Riggi, RRT, CBET, of MGH Respiratory Care Services, and James P. Timilty Middle School eighth-grader Jheykeell Suazo Cole don't seem to have much in common. For the last few months, however, they have shared the same goal: determining what material is the best insulator.

Riggi and Cole are participants in the MGH/Timilty Partnership, a mentoring program that pairs seventh and eighth graders from Timilty with MGH employees. The students and mentors work together for several months on a project that the students eventually present at the annual Timilty Science Fair. Students are then chosen to compete in the Timilty Science Fair Finals; students selected from the finals go on to compete in a citywide science fair.

With the help of Riggi, who has been involved with the partnership for 12 years, Cole tested a wide variety of materials, such as wood, tin foil and foam. Foam turned out to be the most effective insulator of the group. His project won third place at the citywide science fair; and according to him, the best part was "seeing the ideas you put down on paper come alive."

The program, which is in its 20th year, recently held a

(Continued on page 4)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WHICH MATERIAL WILL MAKE A BETTER INSULATOR?

RIGGI, *RIGHT*, AND COLE ARE PARTICIPANTS IN THE MGH/TIMILTY PARTNERSHIP, A MENTORING PROGRAM THAT PAIRS SEVENTH AND EIGHTH GRADERS FROM TIMILTY WITH MGH EMPLOYEES.

03.20.09

Bacteria: friend or foe?

MANY YOGURT COMPANIES today are touting their products as containing a type of "friendly" bacteria designed to boost digestive health. These probiotics, similar to those found in the human digestive system, are becoming increasingly popular among consumers. Recently, MGH researchers were asked: Do these products really offer significant health and digestive benefits?

According to Joshua Korzenik, MD, co-director of the Crohn's and Colitis Center at MGH, millions of "good" bacteria already live in the intestinal tract, helping to keep "unfriendly," illness-causing bacteria at bay. He says that in some cases, products containing probiotics may be helpful.

"There are some studies that show taking probiotics to reduce antibiotic-associated diarrhea can be beneficial," says Korzenik. In large doses, probiotics have been shown to significantly reduce symptoms in patients diagnosed with a condition called pouchitis, an inflammation of an internal pouch created in patients who have had part of their colon removed to treat ulcerative colitis. However, research shows the bacteria is only slightly helpful for patients with ulcerative colitis. For those suffering from Crohn's disease, the studies have been largely negative.

Korzenik explains that "probiotics" is a general term, much like "medication." There are hundreds of different probiotic bacteria, each with a specific purpose. "When you go to your health food store or supermarket and you see something that has a probiotic in it, it really depends on the subtleties of the dose, the preparation and the reason for taking it," he says. He also cautions that many products haven't been rigorously tested.

There are also "prebiotics," which contain fiber and other nutrients that feed probiotic bacteria. Many products found on store shelves or in dairy cases claim this probiotic food source can improve digestion.

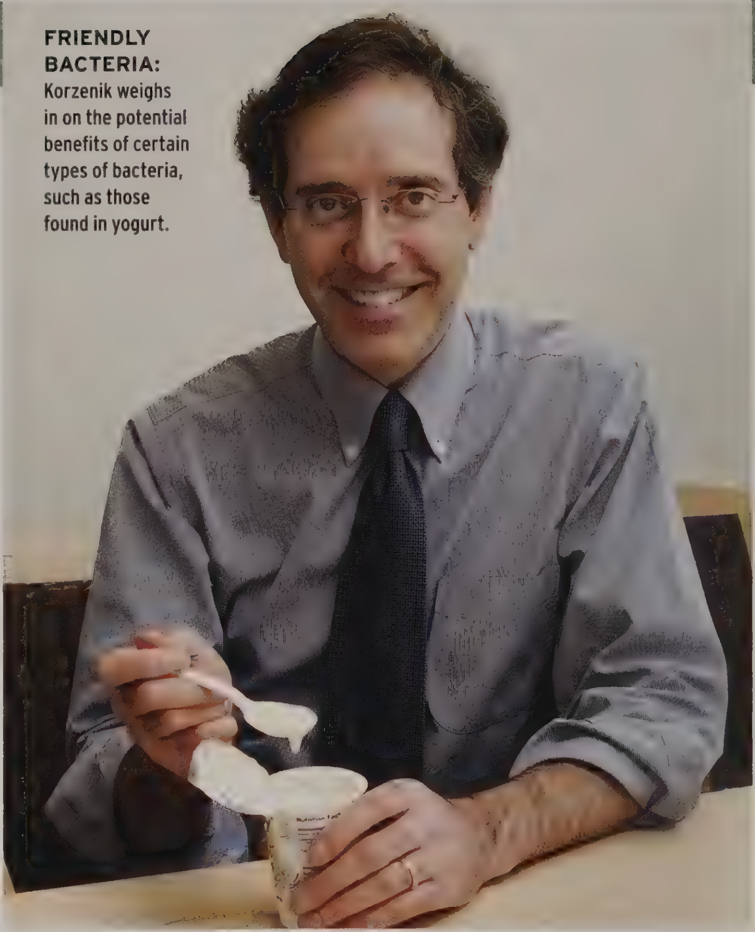
For most patients who use probiotics or prebiotics and report benefits, it is likely they are experiencing a placebo effect, Korzenik says. "It's an area of great hope and promise, but so far that promise hasn't been realized."

Korzenik currently is investigating the types of bacteria that are present in the digestive tract of patients with inflammatory bowel disease. Bacteria found in the gut play a significant role in the health of the digestive tract.

"Hopefully over the next five to ten years as we understand flora better, we'll have a much better sense of what's wrong, what's altered in flora and how we can counter that to make more effective therapies," he says.

The good news about "good" bacteria is that taking them can't hurt. However, Korzenik adds that a healthy balanced diet is more important to overall health than taking any particular probiotic.

For more information about digestive health, access *www.massgeneral.org/digestive.* ■


FRIENDLY BACTERIA: Korzenik weighs in on the potential benefits of certain types of bacteria, such as those found in yogurt.

Boston's immigrant women leaders pave the way for change

"TODAY IS ABOUT WOMEN and about change," affirmed International Institute president Carolyn Benedict-Drew at a March 10 panel discussion held at the Colonnade Hotel in honor of International Women's Day. The event, "A Force for Change: Boston's Immigrant Women Leaders," featured prominent local women who have overcome the challenges of immigration and are now helping others in similar situations.

MGH gynecologic surgeon Marcela del Carmen, MD, *left*, participated in the five-member panel, along with State Rep. Marie St. Fleur; Sister Lena Deevy, executive director of the Irish Immigration Center; the Rev. Cheng Imm Tan, director of the Mayor's Office of New Bostonians; and Zeida Santos, hotel career center manager of the International Institute of Boston. The MGH Multicultural Affairs Office (MAO) and the Office of Women's Careers were among the sponsors for the event.

Approximately 150 people attended the discussion, which covered topics such as the effects of immigration policies and the declining economy on immigrants, especially immigrant women. Del Carmen addressed the issue of underserved minorities in health care, specifically regarding the Latino population. She currently is involved in efforts to research and resolve the barriers which prevent Latina women from receiving cervical cancer screening.

Del Carmen and her family emigrated from Nicaragua when she was 10 years old, at a time when political unrest and violence plagued the country. Despite the hardships they faced, del Carmen said that her parents encouraged her pursuit of a career in medicine and were always equally supportive of her and her two brothers. "I was blessed to find that the same values of equality resonated within MGH and my department," she noted.

In addition to her many accomplishments, del Carmen is the recent recipient of the MGH Clinician-Teacher Development Award, a career development award given by the MAO.

Christmas cheer all year

MGH IS KNOWN for providing world-class health care – not necessarily for providing musical inspiration. For one patient and his family, however, it did just that.

In 2004, with the help of MGH Vincent Obstetrics and Gynecology physicians Jan Shifren, MD, and Laura Riley, MD, baby Reilly was born to parents James and Cassandra Melody. James, a local musician, was impressed with the care and compassion he and his wife received at MGH – they had been trying to conceive a child for seven years. He wanted to share his appreciation, and did so by writing the song, "Christmas in Boston," in which he sings of "Wise men in Cambridge/Angels at Mass General."

The song has had significant success. It is played on several Boston radio stations during the holiday season and has even received recognition by Mayor Thomas M. Menino. But singing the praises of MGH was not quite enough for Melody. He also decided to donate a portion of the proceeds from his CD sales and a live performance that took place at the Meadowbrook School in Weston, Mass., to Mass General Hospital *for* Children (MGH*f*C). Melody raised approximately $1,000 and presented the gift to MGH*f*C representatives at a ceremony March 13.

"I consider it a privilege to give back to the organization that has given me so much," he says. The couple's second child, Ryan, was born at MGH last year.

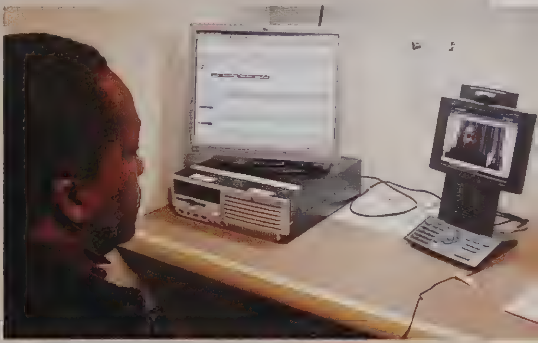
For more information or to hear the song, visit *www.james-melody.com.* ■

THE GIFT OF SONG: From left, Diane Decker, assistant director of major gifts; Melody; and Sophie Rosenbaum, development coordinator of major gifts.

MGH Interpreter Services: a 'CLAS' act

IMAGINE YOU ARE TRAVELING in a non-English-speaking country when suddenly you need medical attention. Without speaking the country's language, you may have to depend upon interpretation assistance from whomever is available and hope that they accurately interpret your words to caregivers.

This scenario may sound stressful, but for many individuals in the United States, it is all too likely. In Boston alone, approximately 35 percent of the population speaks a language other than English at home. At MGH, the staff of the Interpreter Services Department understands the important role trained interpreters play in the health care arena.



VIDEO MEDICAL INTERPRETATION: An MGH interpreter provides assistance with VMI technology.

The assistance offered by MGH Interpreter Services is only one of the ways MGH meets the U.S. Department of Health and Human Services Office of Minority Health's national standards on Culturally and Linguistically Appropriate Services (CLAS). CLAS standards are a set of 14 principles designed to correct inequities that currently exist in the provision of health services. Primarily directed at health care organizations, these standards provide guidelines to help make practices more responsive to the individual needs of all patients and consumers with a focus on the provision of culturally and linguistically appropriate services.

"Interpreters provide accurate and complete interpretation services," says Paul Bartush, CAVS, co-director of Volunteer, Medical Interpreter and Ambassador Services. "They preserve patient confidentiality and privacy and ensure culturally competent care. We have the resources to provide interpretation services in any language, but the majority of our interpreter requests are for Spanish, Chinese and Portuguese speakers."

MGH Interpreter Services provides daily 24-hour assistance. The busy call center, located in the Gray Building, answers approximately 450 requests each day. To handle each call, the department has implemented a number of new technologies.

In 2005, a pilot program providing Video Medical Interpreter (VMI) services was initiated at the hospital. With this system, patients and providers can speak to MGH interpreters using a video monitor and conference call system. Due to positive patient and clinician feedback, a larger VMI program was established by Partners Information Systems and MGH Interpreter Services in 2008. Today, six MGH practices now use the VMI system, enabling patients and providers to access immediate video interpreter services in Spanish with a single push of a button.

Another system, the Interpreter Phone on a Pole (IPOP), assists hospitalized patients requiring interpretation services. Each inpatient care unit houses an IPOP, which can be rolled into any patient's room and hooked up to the bedside telephone. The system provides interpretation services for any language through a contract with Pacific Interpreters. Since its implementation in 2007, the use of IPOP services has increased by 400 percent, equaling an average of 1,000 calls per month.

For more information about MGH Interpreter Services, contact Anabela Nunes, manager, at *anunes@partners.org*. For information about CLAS standards, contact Megan Renfrew at *mrrenfrew@partners.org* or Olako Agburu at *oagburu@partners.org*, members of the MGH Committee on Racial and Ethnic Disparities.

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– Faces of the future

(Continued from page 1)

recognition ceremony for both students and mentors March 11 in the Thier Conference Room. Two MGH employees received special acknowledgment for having served in the partnership for five years: Michelle Dorn, a flow cytometry technologist in the Immunopathology Unit; and Stephen Young, assistant director for capital infrastructure at the Center for Comparative Medicine.

Steven Niemi, DVM, director of the Center for Comparative Medicine, spoke at the event. "All of the people here today are lucky," he said. "The students are lucky because they live in one of the scientific capitals of the world. The mentors are lucky because they have the opportunity to meet their future replacements."

Richard Cho, a Timilty science teacher and former program manager of the partnership, also spoke. "The program is about the science fair, but it is also about so much more," he said. "Students are learning how to persevere when faced with challenges and to better communicate their ideas – skills that will last them a lifetime."

The success of the program is tangible. At this year's citywide competition, Timilty students won more prizes than any other middle school. These students, including Cole, will go on to the Massachusetts State Science and Engineering Fair June 6.

Riggi plans to keep in touch with Cole to find out how he does. ■

MGH 1811

Submit news tips and story ideas to MGH Hotline

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WHAT'S HAPPENING

Rosoff Awards gala

The Rosoff Awards will be presented March 23 from 6 to 9 pm at a gala at the Museum of Fine Arts. Deborah Washington, RN, PhD(c), director of Diversity for MGH Patient Care Services, is among those being honored. Co-sponsored by the Greater Boston Chamber of Commerce and the Ad Club of Boston, the awards aim to promote greater diversity in local advertising and business. For more information or to register, visit *www.adclub.org/rosoff.*

Partners in Excellence reception

All members of the MGH community are invited to attend the rescheduled 2008 Partners in Excellence (PIE) reception April 15 from 3 to 4 pm in the Bulfinch Tent. The original date for the ceremony was cancelled in December due to a snowstorm. MGH employees will be honored for their outstanding contributions to Partners last year. The reception will include a photo opportunity with senior leadership for PIE recipients. For more information, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org.*

Spring 2009 computer training schedule

Partners Information Systems Training has released its spring 2009 computer training schedule. To access the schedule, course descriptions or to register for a class, visit *http://helpdesk.partners.org/data/training*. Employees are encouraged to register for classes as soon as possible. Registration will be processed pending the approval of the employee's manager. For more information, contact the Help Desk at (617) 726-5085.

Colorectal Cancer Prevention and Screening Day

In honor of Colorectal Cancer Awareness Day, MGH Radiology and the Digestive Health Center will host a table in the White Lobby March 25 from 10 am to 2 pm. Staff will be on hand to answer questions about colorectal cancer prevention and schedule appointments for colorectal screenings. Free colorectal screenings are available for MGH employees ages 50 years and older. For more information, contact Patricia Stevens at (617) 726-3765 or *pstevens@partners.org.*

Harvard Longwood Campus smoke-free

As of March 16, smoking will be prohibited on all Harvard Medical School (HMS) property in the Longwood Medical Area. This policy applies to visitors on campus as well as employees, faculty members and students. Additional information and a map of HMS's smoke-free areas are available at *http://hms.harvard.edu/public/smoke_free/.*

Senior HealthWISE event

MGH Senior HealthWISE will offer a hypertension screening for seniors ages 60 and older March 23 from 1:30 to 2:30 pm at the West End Library. For more information or to register, call (617) 724-6756.

Red Book Program town meeting

Harvard Medical School's Red Book Program will hold an informational town meeting March 24 from noon to 1 pm in the Simches Research Center, third floor. Junior faculty and postdoctoral fellows are invited to attend and learn about funding opportunities. Pizza will be served. For more information, contact Erin Cromack at *Erin_Cromack@hms.harvard.edu* or (617) 432-7463.

03.27.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Blumenthal appointed to national post

DAVID BLUMENTHAL, MD, MPP, director of the MGH Institute for Health Policy, has been selected by President Obama's administration to serve as the national coordinator for health information technology in the U.S. Department of Health and Human Services. He will be taking a two-year leave of absence from MGH to carry out his appointment in Washington, D.C.

In his new role, Blumenthal will guide the development of a nationwide, privacy-protected health information system as part of the 2009 American Recovery and Reinvestment Act, which allocates $19.5 billion to health information technology. Blumenthal previously served as a senior advisor on health policy to President Obama during the 2008 presidential campaign.

"David is a very talented investigator of various health policy issues, including health information technology, academic/industrial relations and the U.S. health care system," said MGH President Peter L. Slavin, MD. "He built a world-class health policy research institute at MGH. He will be sorely missed here, but he will be an invaluable resource to President Obama's efforts to advance the use of information technology in our health care system."

(Continued on page 3)

Be a star

Submit a cost-saving idea to the Star Saver program

IN TODAY'S TOUGH ECONOMIC CLIMATE, many people are carefully re-examining how they spend each dollar. At MGH, this approach to remaining financially strong has led to the creation of a new project – the Star Saver program – by members of the Supply Management Operational Initiative team, under the auspices of Jean Elrick, MD, senior vice president for Administration. The goal of this program is to encourage MGHers working on the frontlines to submit their ideas for reducing costs at the hospital.

"Many people already are thinking of ways they can reduce spending at home and in their daily lives," says Elrick. "We are asking MGHers to extend this philosophy to their work at the hospital. There are many great ideas out there, and we'd like to tap in to the creative minds of MGHers."

During the first two days of the program, which began March 23, more than 200 ideas were submitted. Members of the Supply Management Operational Initiative team will evaluate every submission. Only nonsalary-related saving ideas will be reviewed.

All those who send in a suggestion by April 10 will receive a freshly baked Star Saver cookie and be entered into a weekly raffle for the chance to win prizes such as movie tickets, Coffee Central coupons and gift certificates. To propose an idea, employees can complete the form available at *http://intranet.massgeneral.org/mailservices/starsaver.htm* and e-mail it to *StarSaver@partners.org*. For those without e-mail access, forms and a drop box are available at the Materials Management Office located in the Gray Basement, room 010. After submitting an idea electronically or in person, MGHers can pick up a Star Saver cookie at the office.

"THERE ARE MANY GREAT IDEAS OUT THERE, AND WE'D LIKE TO TAP IN TO THE CREATIVE MINDS OF MGHERS."

The e-mail box will remain open beyond April 10, as great savings ideas may come to mind at any point in time. For more information, contact Elrick at *jelrick@partners.org* or Ed Raeke, director of Materials Management, at (617) 726-3686. ■

STARS ARE BORN: From left, Jennifer Lassonde, of Patient Care Services, Raeke and Ridwan Himawan, of Nutrition and Food Services. Lassonde and Himawan both submitted their cost-saving ideas.

National Colorectal Cancer Awareness Month

COLORECTAL CANCER SCREENING, like other cancer screening tests, may not be at the top of every person's to-do list – but taking the time to be screened can be a life-saving decision. According to the American Cancer Society, approximately 50,000 Americans will die due to colorectal cancer this year, making it the second leading cause of all cancer-related deaths in the United States.

The statistics, however, are not all bad. Colorectal cancer screening can help find polyps, which can be removed before becoming cancerous. And even if cancer is found, when it is detected early on, the five-year survival rate is approximately 90 percent. To raise awareness of the benefits of screening, March has been designated National Colorectal Cancer Awareness Month.

Colorectal cancer screening is recommended for all individuals over the age of 50. Those with additional risk factors, such as family members with a history of colorectal polyps or cancer, should speak with their doctor about starting a screening program at an earlier age or being screened at more frequent intervals.

Throughout March, MGH helped raise colorectal cancer screening awareness in a variety of ways. Along with nine local hospitals, MGH participated in a free colonoscopy program, in which each site provided free screenings to seven patients who otherwise may not have been able to afford them. This pilot program, initiated by the American Gastroenterological Association, may become a nationwide annual initiative in the future. Other awareness efforts included informational sessions to nursing staff across the hospital, as well as an information table in the White Lobby with clinicians and staff on hand to answer questions and schedule screening procedures.

For more information about colorectal cancer screening, call (617) 726-2426. ■

GOT SCREENED?: From left, Judy Connerty, RN, MS, CGRN, of the Endoscopy Unit; Lori Santoro, of the Gastroenterology Unit; and Rachel Bereiwersio, RN, of the Endoscopy Unit.

Marathoner with a message: You can do anything

RUNNING THE 26-MILE BOSTON MARATHON is not easy for even conditioned runners. For marathoner Mark Buschle of Fort Thomas, Ky., finishing the race will be a particularly meaningful accomplishment. Buschle has cystic fibrosis (CF), a genetic disease that results in serious respiratory and digestive disorders. A life-threatening condition, CF affects the lungs, and often those with the condition find it difficult to breathe or exercise.

One of 13 children, Buschle has lost two siblings to CF – his brother Timmy at five days old and his sister Judy at 30 years old. Yet Buschle, a software engineer and married father of two, considers himself lucky. He began running less than a mile a day in 2005 to keep his lungs healthy and gradually worked his way up to 26 miles. He completed his first marathon – the Flying Pig Marathon in Cincinnati, Ohio – last year.

"I really want to show the CF community that you can do anything if you put your mind to it," says Buschle. "I'm 37, but I shouldn't be, so it's a better use of my time to run and raise awareness about CF rather than worry about it. I want to show people that CF is not a death sentence."

Buschle trains regularly with his Flying Pig Marathon team, coached by Wayne Wheeler. On average, he runs five days a week with long runs each Saturday.

"Running does help my breathing," he says. "I believe it's what has helped keep my pulmonary function scores stable over the past three years."

Buschle's biggest concern for the marathon is staying hydrated, since as a result of CF, he has an abnormally low level of sodium in his blood. But this is not deterring him from the race. In fact, not only is Buschle training for the Boston marathon, but he also will be taking on the Flying Pig Marathon once again only two weeks afterward.

Buschle plans to reach his fundraising goals of $3,000 for the MassGeneral Hospital *for* Children's Cystic Fibrosis Program and $1,000 for the Cystic Fibrosis Foundation. "Part of me wants to get the word out about CF and part of me wants to raise as much money as we can," says Buschle. "I just want to inspire the CF community and bring hope to families and children affected by the disease."

A RUNNER'S HIGH: From left, Wheeler, and Buschle

HELPING SUBSTANCE-ABUSING YOUNG ADULTS: Front row, from left, Sarah Wilmot, LCSW, Kelly and Lucy Mograss, LSW. Back row, from left, Boyle, Kane and Erin Macey, LICSW

Treating patients with open 'ARMS'

"MY LATE TEENS and early 20s were a blur," says Ben Brown, a 24-year-old patient recovering from drug addiction. "It wasn't until my mother heard about ARMS that I truly got my life back on track."

ARMS – Addiction Recovery Management Service – gives young people like Brown the tools and support needed to fight drug and alcohol addiction. Established in October 2007, ARMS is a program of the MGH Psychiatry Department. The program connects patients ages 15 to 25 with appropriate recovery services that have been carefully vetted by MGH caregivers. Each patient's individualized care involves the most recent research on treatment protocols.

"Basing our program on the latest high-quality research takes the guesswork out of treatments for our patients and their families," says John Kelly, PhD, co-director of ARMS. "Because we measure and evaluate our patients' responses to these treatments, we continually innovate and improve outcomes."

ARMS care does not stop with the patient. Ask any parent of a child with a substance-related problem: addiction can be a dark and hopeless time for the family as well. "Substance abuse and dependence have an impact on every member of the family, and family members in turn have an impact on the willingness of youth to enter treatment," says Martha Kane, PhD, co-director of ARMS. "We provide strong treatment support for parents and other caregivers to help them effectively parent youth with substance abuse problems throughout the recovery process."

In Brown's case, he made several attempts to get sober – but without a consistent and supportive recovery program, he relapsed into addiction. "I reached a turning point when I was cited for my second DUI," says Brown. His car – which also was his home – was impounded, and he returned to his mother's house. "She was determined to make a change, and that's when she made an appointment for me with Jason at ARMS."

Jason Boyle, LCSW, is one of the ARMS recovery coaches. A recovery coach is there for the patient at every step of the process and acts as a bridge between recovery programs.

ARMS has been making a real difference in Brown's life. He has been sober for more than a year. "MGH, and Jason in particular, played an enormous role in my recovery," he says. "I cannot overstate how his skill, care and professionalism helped me as a patient."

"We want to be a supportive, stabilizing and effective therapeutic force improving the quality of life for young people and their families faced with the grave and enduring unpredictability of addiction," says Kelly. "We hope to establish a model of care that is sensitive to the realities of substance-related problems."

For more information about ARMS, access *www.addictionanswers.com.* ■

– Blumenthal

(Continued from page 1)

Blumenthal has been involved in shaping health care policy for more than 25 years. In 1975 he graduated with both a medical degree from Harvard Medical School and a master's degree in Public Policy from the John F. Kennedy School of Government. Following a residency at MGH, he worked as a staff member for the Senate Subcommittee on Health and Scientific Research led by Sen. Edward Kennedy throughout the late 1970s.

After returning to MGH and finishing his residency, he served on the medical staff while also joining the faculty of the Kennedy School of Government in 1981 as the executive director of the Center for Health Policy and Management and lecturer on Public Policy. In 1987, he became the senior vice president of BWH.

He returned to MGH once again in 1991, becoming chief of its Health Policy Research and Development Unit and then director of the Institute for Health Policy in 1998. Throughout, he maintained a practice in primary care medicine.

Blumenthal's influence in health care policy extends beyond Massachusetts. He was the founding chairman and is a current board member of AcademyHealth, a health policy think tank in Washington, D.C. He also is a member of the Institute of Medicine of the National Academy of Sciences, as well as a national associate of the National Academy of Sciences. He serves on several editorial boards, including the *American Journal of Medicine* and the *Journal of Health Politics, Policy and Law*, and is a national correspondent for *The New England Journal of Medicine*. Among his awards and honors are the Distinguished Investigator Award from AcademyHealth and a Doctor of Humane Letters from Rush University. He has served as trustee of both the University of Chicago and the University of Pennsylvania Health System.

"I am humbled and honored to have the opportunity to serve President Obama and the American people in the effort to harness the power of health information technology to modernize our health care system," Blumenthal said.

03.27.09

MGH HOTLINE

Catalyzing research for MGH investigators

SIXTY-SIX MGH RESEARCHERS are among 218 investigators from 23 Harvard schools and academic medical centers to receive one-year, $50,000 awards in the first round of Harvard Catalyst pilot grants. The researchers worked in collaborative groups, and their projects were chosen from a pool of 607 proposals representing 1,448 investigators from across the Harvard community. Harvard Catalyst aims to stimulate clinical and translational research by bringing together researchers from different institutions or disciplines, providing the means to generate preliminary data needed to apply for long-term funding and helping focus scientific resources and expertise on high-risk, high-impact areas of research.

"We needed to bring together expertise in radiology, endocrinology and psychiatry, which would have been difficult to do within any one place," said grant recipient Elizabeth Lawson, MD, of the MGH Neuroendocrine Clinical Center and Pituitary Tumor Center. "This grant, and the underlying infrastructure created by Harvard Catalyst, provides a tremendous opportunity for us to collaborate across disciplines and institutions."

To view a list of grant recipients and their projects, visit *http://catalyst.harvard.edu/news/news.html?p=337.*

WHAT'S HAPPENING

Project Management Seminar Series

The MGH Clinical Research Program, the Partners Clinical Research Office and the MGH Research Compliance Office are sponsoring "Project Management Seminar Series: An Introduction to Clinical Research Project Management" April 2, 9 and 16 from 2:30 to 4 pm in the Simches Research Center, third floor. To register, visit *http://hub.partners.org.* For more information, contact Lauren Michaels at (617) 726-5010.

Cardiac Nursing Visiting Scholar Program

The Cardiac Nursing Practice Committee will host Margo A. Halm, RN, PhD, CNS-BC – director of Nursing Research/Quality at United Hospital in St. Paul, Minn. and editor of the *American Journal of Critical Care* – for the 2009 MGH Cardiac Nursing Visiting Scholar Program. Halm will give two lectures: "Family Presence During Resuscitation: State of the Science" April 2 from 1:30 to 2:45 pm and "Caregiver Burden and Its Relationship to Health-Related Quality of Life of Spouses of Coronary Artery Bypass Patients" April 3 from 10:30 to 11:35 am, both in the O'Keeffe Auditorium. The April 2 lecture will be followed by a poster session in the O'Keeffe Corridor.

Sexual Assault Awareness Month

The Domestic Violence Working Group, MGH Men Against Abuse, Employee Assistance Program, HAVEN and Police and Security will host an information table in the Main Corridor April 8 from 11 am to 1 pm to "Help MGH Blow the Whistle on Sexual Assault." Whistles, awareness ribbons and information pamphlets will be available.

Holy Week

The MGH Chaplaincy will offer the following services in the chapel located on Ellison 1, during Holy Week: Roman Catholic Palm Sunday Mass April 4 and 5 at 4 pm – palms will be distributed on the inpatient units in the morning and at the 4 pm Mass; ecumenical prayer services April 6, 7 and 8 at 4 pm, along with Roman Catholic Mass at 4 pm; an ecumenical prayer service for Holy (Maundy) Thursday April 9 at 12:15 pm, followed by Roman Catholic Mass of the Last Supper at 4 pm; a Good Friday service from noon to 3 pm April 10, followed by a Roman Catholic Passion of the Lord and Holy Communion Service at 4 pm; a Roman Catholic Easter Vigil Mass April 11 at 7 pm – there will not be a 4 pm Mass; an ecumenical Easter Service April 12 at 12:15 pm; and an Easter Sunday Roman Catholic Mass at 4 pm. For more information, call (617) 726-2220.

Northeastern University alumni event

Northeastern University will hold an alumni networking event for MGH employees and co-operative students March 31 from 5 to 7 pm at the Holiday Inn Select at 5 Blossom St. Complimentary hors d'oeuvres will be served. To register, e-mail *j.norton@neu.edu* by March 30.

"Be Fit" Blood Drive

The 2nd Annual "Be Fit" Blood Drive will begin April 1 and end April 30. "Be Fit" teams will compete to see who can bring in the most whole blood and platelet donations. Those who are not a member of "Be Fit" but who wish to participate may donate on behalf of a "Be Fit" team. The winning team will receive a catered "Be Fit" meal. For more information, call (617) 726-8171.

Parent Group Meetings

The Pediatric Group Practice offers parent group meetings to educate and support parents on various topics. Meetings are held the first and third Wednesday of each month from 9 to 10 am in the Yawkey Center, room 7-980. The April 1 topic is "Sleep Issues in Childhood." For more information, call Anne LaMontagne at (617) 726-2728.

IN GENERAL

Alexander Ding, MD, MS, has been named a recipient of the American Medical Association (AMA) Foundation's 2009 Leadership Award. The award is given to physicians who demonstrate exceptional nonclinical leadership skills early in their careers. Ding is a second-year resident in the MGH Department of Radiology, and has served in a number of leadership roles in organized medicine at local, state and national levels. He was one of 30 individuals honored at the AMA's annual Excellence in Medicine Awards ceremony March 9 in Washington, D.C. Recipients are provided with special training to continue to develop their leadership skills.

Blair Wylie, MD, MPH, of the MGH Vincent Obstetrics and Gynecology Maternal-Fetal Medicine Unit, is a recipient of a 2009 Society for Maternal-Fetal Medicine poster award for her study "Impact of Biomass Cook Smoke Exposure on Birth Weight." The study evaluated the effect of prenatal exposure to smoke produced by cooking with biomass materials such as straw, wood or charcoal. The results showed that charcoal was associated with a significant increase in the risk of low birth weight newborns.

MGH
1811

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04.03.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF TH[illegible]USETTS GENERAL HOSPITAL

DEPTH OF CARE: [illegible] left, with Harris in an Emergency Department pediatric exam room

POST-TRAUMA TREATMENT

New MGHfC Trauma Clinic coordinates recovery care

IT WAS JUST ANOTHER SOCCER TOURNAMENT for 14-year-old Megan Lund, a freshman at Needham High School, as she played on a field in Florida this past fall. The game was going well until the final two minutes when Megan knocked heads with the goalie and hit her head on the ground after falling back from the impact. Rushed to the emergency room, she was told she did not have a concussion. Still, she returned home to Massachusetts with a variety of ailments – including headaches, dizziness and drowsiness. Her mother, Sharon, knew something wasn't right.

"We took her to our pediatrician, who prescribed pain medication," she says. "But that actually made her headaches worse, and she wasn't able to go to school while on narcotics."

Sharon describes feeling helpless until she learned from a "soccer dad" about the Trauma Clinic at MassGeneral Hospital *for* Children (MGH*f*C). The clinic, which is open every Tuesday, treats pediatric patients experiencing post-trauma symptoms.

One phone call later, Megan was scheduled for an appointment with Caren Harris, PNP, the pediatric nurse practitioner who established the clinic with pediatric trauma surgeon Peter

(continued on page 2)

JOY AND HOPE: Williams reads to children at a clinic in Ghana.

MGH Durant fellow to bring HOPE to Liberia

IN SEPTEMBER 2009, Joy Williams, RN, of MGH Radiology, will bring MGH-quality care to an area that desperately needs it. Williams was recently selected as one of four 2009-2010 MGH Durant Fellows in Refugee Medicine. The fellowship was established in honor of the late Thomas S. Durant, MD, an MGH physician who had dedicated his life to aiding victims of war, famine and disaster.

Williams will travel to Monrovia, Liberia, where she will work at the John F. Kennedy Hospital for three months. She will serve under the auspices of Project HOPE – an international organization that helps create sustainable advances in health care around the world. Williams began working with Project HOPE in New Orleans after the 2005 Hurricane Katrina disaster and has continued to work with the organization for the past four years in a number of locations, including Indonesia, Haiti and Ghana.

"Each time I embark upon another mission, I realize the incredible need for basic medical care

(continued on page 4)

—Trauma

(continued from page 1)

Masiakos, MD. The clinic – the only one of its kind – provides follow-up consultations to ensure proper healing.

"Sometimes if you dig deeper, you find out there's more going on," says Harris. "This clinic provides the opportunity to help identify any ongoing issues and works with the child and his or her parents to optimize recovery."

After examining Megan, Harris determined she had suffered a concussion. She scheduled several follow-up visits and reached out to Megan's school to help ensure she would not overtax herself and slow down her recovery.

The Trauma Clinic at MGH*f*C provides comprehensive evaluation and timely specialty referrals for children who have sustained a traumatic injury and previously undergone evaluation and treatment in a hospital or ambulatory setting. Some injuries may require the involvement of multiple specialists – from neurologists to physical therapists – to ensure that each patient receives the best possible treatment plan for a quick, successful recovery.

Masiakos says the idea for the clinic stemmed from years of service as a pediatric trauma surgeon during which he found that many patients had no place to go for effective follow-up care after their initial surgery or treatment.

"I've seen a lot of kids who experienced traumatic injuries and were evaluated and released with no plan for return to a physician," he says. "I've heard parents say that after a severe head injury, their kids were not the same and that their schoolwork suffered. Caren and I envisioned the clinic providing services these kids weren't getting elsewhere."

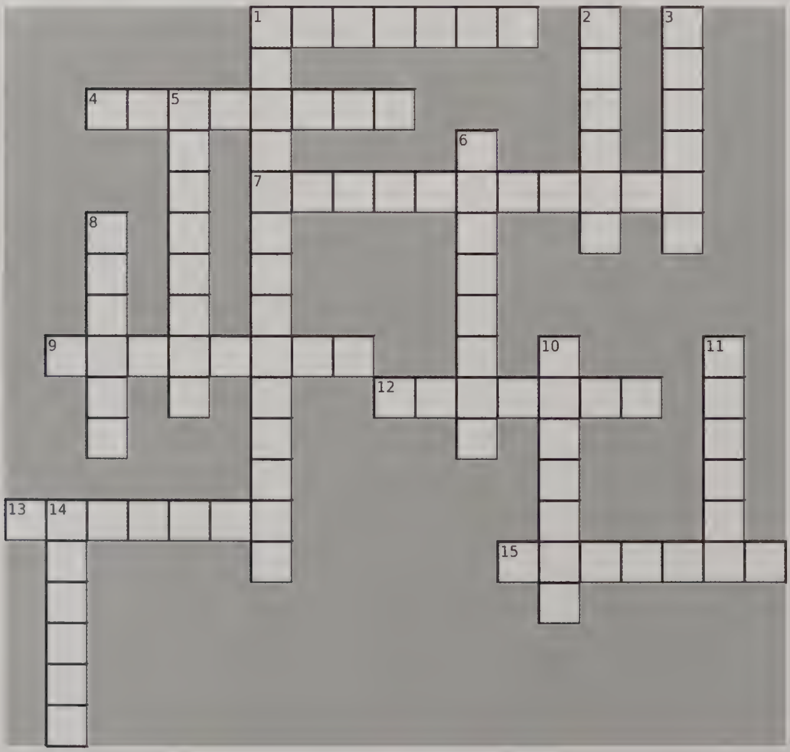
The clinic is living up to its expectations. Today, Megan is back to her normal self, taking all of her regular classes and playing soccer.

"Caren is wonderful," says Sharon. "Before we went to see her, my daughter was on a rollercoaster ride. Not only did I really trust Caren's advice, but Megan's school also relied on her. With her help, we saw Megan's treatment finally go in the right direction." ■

MASIAKOS SAYS THE IDEA FOR THE CLINIC STEMMED FROM YEARS OF SERVICE AS A PEDIATRIC TRAUMA SURGEON DURING WHICH HE FOUND THAT MANY PATIENTS HAD NO PLACE TO GO FOR EFFECTIVE FOLLOW-UP CARE AFTER THEIR INITIAL SURGERY OR TREATMENT.

Bicentennial CORNER

IN 2011, MGH will celebrate its bicentennial with a yearlong series of events and activities. In anticipation of this special 200-year anniversary, *MGH Hotline* will publish a series of MGH history and bicentennial-related items, including photos, puzzles, fun facts and games. For helpful hints to the crossword puzzle below, access *www2.massgeneral.org/history.*



ANSWERS ON PAGE 4

Across

1. MGH opened its doors to its first _____ in 1821
4. Charles _____ is the original architect of the first MGH building; he left the project during its construction to work on the Capitol building
7. The _____ of the Bulfinch Building was laid on July 4, 1818
9. MGH was chartered in this month
12. In its first year of operation, MGH became the first teaching hospital of ____ Medical School
13. In 1811, the Massachusetts Legislature granted a _____ for the incorporation of The Massachusetts General Hospital
15. The first American hospital social _____ were based at MGH

Down

1. The Bulfinch Building stands on this piece of land
2. On Oct. 16, 1846, William T.G. _____, a Boston dentist, demonstrated the first successful surgical use of ether at MGH
3. This family has a longstanding history with MGH; one of the founding fathers of MGH
5. The Ether Dome is a registered national historic _____
6. Warren and Lucia _____ are the artists who painted the Ether Dome portrait
8. MGH and _____ Hospital will both celebrate their bicentennial in 1811
10. James _____ is the co-author of the 1810 circular letter seeking to raise funds to establish a general hospital to serve Boston's impoverished patients
11. MGH's first patient was a male, 30-year-old _____
14. John Collins Warren performed surgery with ether and remarked: "Gentlemen, this is no ______."

Contact Precautions *Plus*

HEALTH CARE WORKERS know that using an alcohol-based hand rub such as Cal Stat both before and after contact with a patient or a patient's environment is a fast and effective way to reduce health care-associated infections. In some cases, however, additional precautionary measures are required. While Cal Stat is most effective for routine hand hygiene, hand washing with soap and water followed by Cal Stat use is necessary when dealing with a pathogen known as *Clostridium difficile*, or "*C. diff*."

Like most pathogens, *C. diff* can cause infection and illness. But *C. diff* is more complex; it can form spores that are able to survive on environmental surfaces for a long period of time. It can also be resistant to some disinfectants – including alcohol, which is the active ingredient in Cal Stat.

"Because of these unique properties, patients who have a known *C. diff* infection are placed on 'Contact Precautions *Plus*,'" says David Hooper, MD, chief of the MGH Infection Control Unit. "With this special status, additional steps are required for hand hygiene and general cleaning. In this case, hand washing with soap and water is required following contact with the patient or the patient's environment – even after gloves are worn and removed – to physically remove any spores that may be present. Hands should then be dried thoroughly and Cal Stat applied to kill any remaining germs. Special room cleaning measures, such as the use of a bleach-based cleaner, are also required to destroy spores that may be present."

For more information on *C. diff* and "Contact Precautions *Plus*," call the Infection Control Unit at (617) 726-2036.

Championing Excellence Every Day

MGH REMAINS STEADFASTLY COMMITTED to Excellence Every Day. While the Joint Commission and other regulatory organizations routinely survey the hospital's compliance with a wide array of safety goals and standards, the practice of these important measures ensures the quality and safety of patient care and is simply the right thing to do.

Based on the Excellence Every Day program – which was established in 2008 by the MGH Joint Commission communications subcommittee – several hospital initiatives have been launched that designate unit or practice Excellence Every Day "champions." These champions are point persons who work with leadership to promote quality and safety measures in their areas.

The champion model is based on an earlier Patient Care Services (PCS) program that had been developed to prepare staff for the American Nurses Credentialing Center's Magnet Recognition program. With the Magnet model, PCS supervisors recruited champions – staff members trained to prepare, educate and inspire their colleagues for the Magnet survey.

"The Excellence Every Day champion program, like the Magnet model, has been adopted across all patient care units," says Keith Perleberg, RN, MDiv, director of the PCS Office of Quality and Safety. "Each week champions can participate in luncheon meetings to help them in their role as ambassadors of quality and safety on their units. They learn about Joint Commission safety standards to help ensure compliance, and ultimately, improve outcomes."

PROMOTING EXCELLENCE: Many of the Practice Support Unit's Excellence Every Day champions attended a January kick-off retreat.

In ambulatory practices, a similar model was launched with administrative directors nominating staff to become Excellence Every Day champions. Practice Support Unit Director Stacey Houghton says: "To date, there's a champion at nearly every practice and health center. Each spends one to two hours a week teaching the curriculum to their colleagues."

Many Excellence Every Day champions share what they have learned about safety and quality at their departmental or unit staff meetings; some are finding other engaging ways to educate their colleagues. On Phillips 22, Excellence Every Day champion Claire Paras, RN, has created a unique way to teach staff about national patient safety goals using a "quality and safety tree." Posted onto a large bulletin board, the tree – which Paras created with construction paper – includes "apples" that have national patient safety goal information written on them. Gold leaves with staff members' names are pinned to the tree's branches whenever an employee completes one of the quality and safety activities that Paras conducts throughout the month.

At the MGH Chelsea HealthCare Center, champions from all areas – including Urgent Care, Radiology and Internal Medicine Associates – spend time observing staff in departments other than their own. When they see an employee setting a positive example of compliance with Joint Commission standards, they give the employee a button that says, "Ask me about Excellence Every Day." Staff members wearing the button can then share with their colleagues how they earned the pin, further promoting Excellence Every Day in their departments.

Recently, all of the champions' efforts were recognized by special guest Ann Scott Blouin, RN, executive vice president for Accreditation and Certification at the Joint Commission, during her March 10 visit to MGH. To access the MGH Joint Commission Excellence Every Day intranet site on any MGH computer, visit *http://intranet.massgeneral.org/excellenceeveryday*, or visit the site by clicking on the "Start" button, then "Partners Applications" followed by "Joint Commission Web Site – MGH." ■

WHAT'S HAPPENING

Senior HealthWISE event

MGH Senior HealthWISE will offer a hypertension screening for seniors ages 60 and older April 6 from 1:30 to 2:30 pm at the Hill House at 127 Mt. Vernon St. For more information or to register, call (617) 724-6756.

MGH Chaplaincy Services

During Passover the MGH Chaplaincy will offer the following services in the chapel: a Second Day Passover/Shabbat Service April 10 from 11 to 11:45 pm and a Seventh Day Passover Service April 15 at 10 am. Kosher food is available by request to the Nutrition and Food Services Department throughout Passover. For more information, contact Rabbi Ben Lanckton at (617) 724-3228.

Grant writing workshop

A grant writing workshop for MGH researchers preparing National Institute of Health (NIH) grants will be held April 30 for a full day and May 1 for individual, one-hour meetings. To attend, researchers must submit an application along with a draft of their NIH grant by April 9. For the application form and details, visit *http://www2.massgeneral.org/facultydevelopment/orcd/within+mgh.html*. For more information, call (617) 643-1606.

Clinical Research Day poster instructional sessions

The MGH Clinical Research Program and MGH Photography Department are sponsoring "Free Instruction and Special Printing Rates for 2009 Clinical Research Day Posters" April 28 from 3:30 to 4:30 pm and May 6 from 8:30 to 9:30 am in the Simches Research Center, room 3120. These sessions will provide an overview of the poster design process. To register, visit *http://hub.partners.org*. For questions, contact Sam Riley at (617) 726-2237.

Nursing Archives Associates annual meeting

The 2009 Nursing Archives Associates annual meeting will be held April 21 at 5:30 pm at Boston University in the George Sherman Union, fifth floor. This year's topic is "Magnet Hospitals: Attraction and Retention of Professional Nurses." For more information or to register by April 10, call (617) 353-3697.

Wellman Center lectures

The MGH Wellman Center for Photomedicine will host the following lectures: "Use of Laser and Light Source for Skin Rejuvenation in Asians" April 7 with Henry H. Chan, MD, PhD, FRCP, of the Wellman Center for Photomedicine; and "Current Research on Tissue Optics and Light Transport" April 9 with Steven L. Jacques, PhD, professor of Biomedical Engineering and Dermatology at Oregon Health and Science University. Both lectures will be held from 2:15 to 3:30 pm in the Thier Conference Room. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

Privacy and security in research

The MGH Clinical Research Program is sponsoring "Guidelines and Tools for Maintaining Privacy and Security in Research" April 20 from 1 to 2 pm in the Simches Research Center, room 3110. Discussion topics will include new data breach regulations; what should be done if data is ever compromised, lost or stolen; and proactive steps that can be taken to safeguard data. To register, visit *http://hub.partners.org*. For questions, contact Suzanne Guerette at (617) 724-2900.

Cuts for a Cause

Bruins defenseman Aaron Ward and WBCN-FM radio will host the second annual "Cuts for a Cause" April 8 from 3 to 5 pm at The Harp, located at 85 Causeway St. The event, which features the head-shaving of Bruins hockey players and a raffle for autographed items, will benefit the MassGeneral Hospital *for* Children Division of Pediatric Hematology and Oncology. Tickets can be purchased at *www.wbcn.com*.

Home-buying seminar

The Harvard University Employees Credit Union is sponsoring an informational seminar on the home-buying process April 7 from 11:30 am to 12:30 pm in the Yawkey Center, room 980. The credit union offers free pre-approval for first time homebuyers. Participants will receive a home-buying handbook. To register, visit *www.huecu.org*.

MGH 1811 Submit news tips and story ideas to MGH Hotline

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—Durant

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in these countries," Williams says.

In March 2008 she served at JFK Hospital for a week, and at the request of the vice chair of nursing there, decided to return. Located in one of the most impoverished areas of the world, the medical center served as the major tertiary referral hospital for all of East Africa until it was reduced to about one-third of its size during the Liberian Civil War. Efforts to restore the hospital to its pre-war condition are currently underway.

In September, Williams will contribute to these fundamental improvements by training newly graduated nurses and senior staff nurses, as well as helping to write new policies and procedures for the hospital. "Training and teaching are so important to me," she says. "It leaves behind valuable information and resources to encourage growth and advancement, thus improving medical care to the population."

For more information about the Durant fellowship, access *www.durantfellowship.org*.

CROSSWORD PUZZLE ANSWERS

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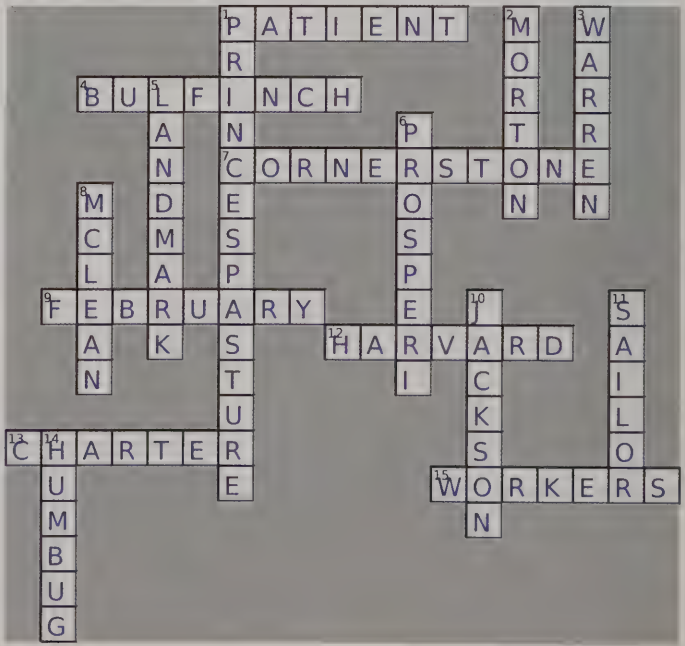

04.10.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Emerging urgent care nurses

AT THE MGH CHELSEA HEALTHCARE CENTER Department of Urgent Care, nurses provide quality care to patients in a matter of minutes. Last year, to help foster the specific skill set required in the challenging field of urgent patient care, the center initiated a training program for recent graduate nurses.

Directed by unit nurse leader Terry Merrett, RN, the training program is one of only a few that places new nurses directly into an urgent care setting, giving them valuable hands-on experience with nursing mentors. The inaugural participants in the program, Lauren Warmbold, RN, and Claudia Garzon, RN, were carefully selected from a large pool of applicants. Warmbold graduated with a bachelor's degree in nursing from Villanova University, while Garzon received her bachelor's degree in nursing from Northeastern University. Garzon previously worked in the MGH Division of Internal Medicine as a medical assistant.

Jenine Pasco, RN, and Dianna Ploss, RN, unit staff nurses, served as preceptors to Warmbold and Garzon, who were formally trained for seven months. They will continue to learn alongside their mentors at MGH Chelsea for up to two years before they triage patients.

"If I had to judge the success of our program based on the experiences of these two women, I would give it a rousing thumbs up," said Merrett. "They have blossomed into caring, compassionate and professional nurses. They are among the many nurses MGH can be very proud of."

HANDS-ON LEARNING: From left to right, Garzon, Merrett, Warmbold, Pasco and Ploss

Aaron Ward
CUTS
WBCN 104.1 FM
Aaron Ward
CUTS FOR A CAUSE

A CLOSE SHAVE: Ward, left, and Weinstein

A cut above

MGHfC benefits from Bruins "Cuts for a Cause"

BALD CERTAINLY IS BEAUTIFUL according to 14 members of the Boston Bruins who gamely had their heads shaved April 8 for the second annual "Cuts for a Cause" event to benefit the Boston Bruins Foundation and MassGeneral Hospital *for* Children's (MGH*f*C) Pediatric Hematology-Oncology Unit. Partnering with WBCN-FM, the teammates – Aaron Ward, Patrice Bergeron, Byron Bitz, Matt Hunwick, Phil Kessel, Chuck Kobasew, David Krejci, Milan Lucic, Michael Ryder, Mark Stuart, Tim Thomas, Blake Wheeler, Stephane Yelle and Dennis Wideman – each had their hair buzzed by fans who won the opportunity in an auction benefitting MGH*f*C.

"Last year, Cuts for a Cause made a substantial contribution toward the fight against children's cancer," said Ward, who organized the event. "Like our hockey team, we look to improve on our results each year. With the help of WBCN, the Boston Bruins Foundation, MassGeneral *for* Children, my teammates and our fans, we hope to have an even greater impact on the fight against cancer at this year's event."

Fred "Toucher" Toettcher and Rich Shertenlieb, of WBCN's Toucher and Rich show, hosted the benefit, which was held at The Harp. In addition to the Bruins players, Howard J. Weinstein, MD, chief of MGH*f*C's Pediatric Hematology-Oncology Unit, also took to the stage to have his hair shaved by one of his patients.

For more information about the event, access *http://bruins.nhl.com/team/app/?service=page&page=NewsPage&articleid=417379.* ■

04.10.09

PRIMARY CARE EXCELLENCE: From left, Albert Mulley, MD, chief of the MGH General Medicine Division; David Torchiana, MD, chairman and chief executive officer of the MGPO; Stoeckle; John Goodson, MD, of MGH General Internal Medicine; and Brit Nicholson, MD, senior vice president of Primary Care Administration and chief medical officer

Recognizing Partners primary care physicians

MORE THAN 200 PHYSICIANS AND GUESTS attended the first annual Primary Care Physician Recognition Event honoring primary care physicians across the Partners network. John D. Stoeckle, MD, of MGH's John D. Stoeckle Center for Primary Care Innovation; Erica Johnson, MD, of Newton-Wellesley Hospital; and Marshall Wolf, MD, of BWH, were this year's Primary Care Lifetime Achievement Award recipients. The three distinguished physicians were honored for their outstanding leadership, vision and dedication to the practice of internal medicine.

The recognition ceremony was among the recommendations developed by the Primary Care Task Force – a committee convened last year by James Mongan, MD, Partners chief executive officer – to improve the day-to-day lives of primary care physicians. Other areas the task force is addressing are issues that affect recruitment and those regarding retention of primary care physicians, career development, compensation and practice redesign. Nine sites are currently piloting ways to improve access to appointments, enhance management of patients with chronic diseases and increase the use of the longitudinal medical record at hospitals and practices. The project to date has provided a special opportunity for primary care teams to collaborate and share knowledge across the Partners network. ■

MGH Psychiatry explains bipolar disorder to probation officers

CAUGHT COMMITTING A PETTY THEFT, a young woman is placed on probation. Her probation officer reviews her file and notices a diagnosis of bipolar disorder. At their first meeting, the probationer is jittery and fretful. The officer wonders, "Is the woman experiencing a manic episode, under the influence of drugs or simply nervous?"

Probation officers faced with untangling the complicated strands of information about a probationer's mental health status can benefit from understanding the nature of bipolar disease. Those who have the condition may also suffer from additional issues, such as addictions, anxiety or attention deficit disorder.

To assist officers in addressing the mental health needs of probationers, experts from the MGH Department of Psychiatry recently presented an educational program to more than 140 probation officers at the Massachusetts Probation Service Training Center in Clinton. Attendees posed insightful questions to MGH physician-researchers about best practices and the latest scientific advances.

"This program is absolutely on-mission for us," says Gary S. Sachs, MD, co-director of the Bipolar Clinic and Research Program at MGH. "Community service is central to the Department of Psychiatry's mission."

Diane Richard, director of training for the Massachusetts Probation Service, was unsure how her request to the MGH Psychiatry staff to share their knowledge about biploar disorder would be received. "I made a cold call to Dr. Sachs, and to my amazement, he responded."

In addition to Sachs, other MGH lecturers were Andrew A. Nierenberg, MD, co-director of the Bipolar Clinic and Research Program; Michael Ostacher, MD, MPH, associate medical director of the Bipolar Clinical and Research Program; and Rebecca Brendel, MD, JD, director of the Forensic Psychiatry Fellowship. The event was organized by Karen Blumenfeld, MSW, MBA, director of the Department of Psychiatry's public education programming and the Mood and Anxiety Disorders Institute Resource Center.

The day-long event was provided by the MGH Psychiatry Department as a *pro bono* community service. For more information, contact Blumenfeld at *kblumenfeld@partners.org*.

A hefty haul for the B3C

CONSTRUCTION OF THE Building for the Third Century (B3C) has continued steadily through the phase known as "up-down construction" – the simultaneous erection of structural steel aboveground and the excavation of earth belowground for the creation of lower levels. As part of this stage, construction workers recently moved one of the largest steel elements into place, a 78-foot-long, 15-foot-high, 56-ton truss.

Consisting of top and bottom beams connected by two vertical steel beam columns and five diagonal brace beams, the truss is designed to support the load of the building over a 78-foot span at the new B3C loading dock. This dock will have a wide-open area for delivery trucks to maneuver in and out. A 275-ton hydraulic crane lifted the truss, a total heft of 61 tons, including the rigging equipment.

This particular truss is the only one necessary for the B3C. The up-down construction phase will continue through January 2010. ■

HEAVY LIFTING: A hydraulic crane lifts the 56-ton truss into place.

Thrall honored with NIH appointment

MGH RADIOLOGIST-IN-CHIEF JAMES THRALL, MD, is one of three individuals to be appointed a new member of the National Institutes of Health (NIH) Advisory Committee to the Director (ACD).

Since 1966, the ACD has advised the NIH director on policy and planning issues important to the institution's mission of conducting and supporting biomedical and behavioral research, research training, and translating research results for the public.

Thrall joins Maria Freire, PhD, president of The Albert and Mary Lasker Foundation, and Beatriz Luna, PhD, associate professor of psychiatry and psychology at the University of Pittsburgh.

For more information about the ACD, access *http://acd.od.nih.gov/*. ■

ADVANCES

Potential new strategy against Huntington's disease found

RESEARCHERS FROM the MassGeneral Institute for Neurodegenerative Disease (MGH-MIND) have identified a new strategy for removing the abnormal protein that causes Huntington's disease (HD) from brain cells. This finding may help lead to ways to slow the progression of the devastating neurological disorder. In the April 3 issue of *Cell*, MGH researchers describe how altering the mutated form of the huntingtin protein appears to accelerate its breakdown and removal through normal cellular processes.

"One of the major challenges of research into neurodegenerative disorders like Huntington's, Alzheimer's and Parkinson's diseases – all of which involve accumulation of proteins within the brain – has been how to activate degradation machinery that only removes the disease-causing proteins and leaves normal proteins untouched," says Dimitri Krainc, MD, PhD, of MGH-MIND, who led the study. "We identified a mechanism whereby modification of the disease-causing protein itself facilitates the cell's method of digesting and recycling the mutant protein."

HD is an inherited disorder in which deposits in the brain of the abnormal huntingtin protein lead to degeneration and death of brain cells. The MGH-MIND team found that a standard protein modification process called acetylation appears to flag mutant huntingtin molecules for removal from brain cells without affecting the normal version of the protein. In both cellular and animal models, acetylation of mutant huntingtin also improved neuronal function and prevented neurodegeneration.

Co-lead authors of the *Cell* paper are Hyunkyung Jeong, MS, and Florian Then, MD, of MGH-MIND. Additional MGH co-authors are Joseph Mazzulli, PhD; Libin Cui, PhD; Anne Hart, PhD; and Cindy Voisine, PhD.

04.10.09

MGH HOTLINE

WHAT'S HAPPENING

Spring 2009 computer training schedule

Partners Information Systems Training has released its spring 2009 computer class schedule. For the schedule, course descriptions or to register, visit *http://helpdesk.partners.org/data/training*. Employees are encouraged to register for classes as soon as possible. For more information, contact the Help Desk at (617) 726-5085.

Privacy and Security Week

In recognition of Privacy and Security Week, Health Information Services is sponsoring an information table staffed by privacy and security professionals in the Main Corridor April 13, 15 and 17 from 10 am to 2 pm; April 14 from 2 to 5 pm; and April 16 from 6:30 to 9:30 am. At the table, MGHers can enter a contest for the chance to win prizes. For more information, contact Janet Saunders at (617) 724-7176 or *jesaunders@partners.org*.

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New resource for pediatricians

MassGeneral Hospital *for* Children has launched a new Child and Adolescent Resource Materials intranet website (CARMA). Created for pediatric primary care providers, the website includes clinical topics, care guidelines and patient handouts designed for easy access and day-to-day use. The site is available on Partners workstations at *http://intranet.massgeneral.org/mghfc/carma/*; it is also available from the Partners Handbook, from PCOI and from home via VPN.

Senior HealthWISE events

MGH Senior HealthWISE will sponsor the following events for seniors ages 60 and older: a lecture series, "The Basics of Skin Cancer" April 13 from 2 to 3 pm in the Haber Conference Room with speaker Abel D. Jarell, MD, chief resident of MGH Dermatology; and a book club discussion of "Infidel" by Ayaan Hirsi Ali April 16 from 3 to 4 pm at the West End Library. For more information or to register, call (617) 724-6756.

Khmer Rouge film screenings

The Disparities Solutions Center, the MGH Multicultural Affairs Office and the Schwartz Center are hosting a screening of selections from two documentaries: "Return to the Killing Fields" and "S21: The Khmer Rouge Killing Machine" April 14 from 5:30 to 7:30 pm in the Joseph B. Martin Conference Center at Harvard Medical School. Richard Miller, MD, medical director of Khmer Health Advocates and Chhan Touch, MSN, FNP, RN, CS, of Metta Health Center, will participate in a discussion following the screening. For more information or to register, send an e-mail to *disparitiessolutions@partners.org*.

Editorial tribute to Charlie McCabe, MD, published

Charles J. McCabe, MD, a beloved member of the MGH Department of Surgery and associate chief of MGH Emergency Services, died July 7, 2008 of complications from melanoma. To read a *Surgery* editorial in memory of McCabe written by MGH resident Jason H. Wasfy, MD, MPhil, of the MGH Department of Medicine, access *http://www.massgeneral.org/News/assets/momets_in_surgery.pdf*.

Parent Group Meetings

The Pediatric Group Practice offers meetings to educate and support parents on various topics. Meetings are held the first and third Wednesday of each month from 9 to 10 am in the Yawkey Center, room 7-980. The April 15 topic is "Starting Solid Food with Your Infant." For more information, call Anne LaMontagne at (617) 726-2728.

National Healthcare Decision Day information table

In recognition of National Healthcare Decision Day, the MGH Ethics in Clinical Practice and Patient Education committees will host an information table April 16 from 8 am to 3 pm in the Main Corridor. Information and resources on advance directives and health care proxies will be available. For more information, contact Cynthia LaSala at (617) 643-0481.

Partners in Excellence reception

All members of the MGH community are invited to attend the rescheduled 2008 Partners in Excellence (PIE) Reception April 15 from 3 to 4 pm in the Bulfinch tents. MGH employees will be honored for their outstanding contributions to Partners last year. The reception will include a photo opportunity with senior leadership for PIE recipients. For more information, call (617) 724-9743 or e-mail *partnersinexcellence@partners.org*.

IN GENERAL

Elizabeth Sailhamer, MD, a resident in the MGH Department of Surgery, is the winner of the American College of Surgeons Committee on Trauma resident paper competition. Finalists from 17 different regions – 12 U.S. regions, one Canadian, one military and three international – competed for the award. Sailhamer presented her paper, "Histone deacetylase inhibition: A novel treatment for lethal septic shock" March 19 in Chicago.

James B. Meigs, MD, MPH, of the MGH General Medicine Division, has been selected the recipient of the American Diabetes Association (ADA) Kelly West Award for Outstanding Achievement in Diabetes Epidemiology. The annual award – given in memory of West, a man widely regarded as the "father of diabetes epidemiology" – recognizes an individual who has made significant contributions to the field. Meigs will receive the award at the ADA's meeting in New Orleans in June.

MGH Ambulatory Consulting Service, of the Practice Improvement Division, had a poster accepted for the 10th annual Institute for Healthcare Improvement Summit on Redesigning the Clinical Office Practice, which was held in March in Vancouver, British Columbia. The summit focused on quality improvement projects within the clinical setting. The Ambulatory Consulting Service poster presentation, "Specialty Care: Access to New Appointments," highlighted recent improvements implemented by the service for an MGH ambulatory clinic.

Andrea Beloff, FACHE, senior administrative director of MGH Radiation Oncology, was elected to a three-year term as a regent representing Massachusetts for the American College of Healthcare Executives (ACHE). In this role, Beloff will serve as a liaison between the national organization and ACHE's Massachusetts chapter and local graduate education programs. Beloff is an ACHE fellow and board-certified in Healthcare Management.

Julian M. Goldman, MD, of the MGH Department of Anesthesia and Critical Care, is the recipient of the American College of Clinical Engineering 2009 Professional Achievement in Technology Award/ Professional Development Award. The honor acknowledges an individual who has made a contribution to the clinical engineering profession and was given to Goldman for his work on medical device interoperability. He was presented the award at the April 6 Healthcare Information and Management Systems Society conference in Chicago.

04.17.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

HAPPY ANNIVERSARY: From left, McGovern; Miller; patients Joseph Gamba, Lennie Lyons and Stacy Ventola; Wood; Benson; Richmond; Sally Iles, MGH Primary Care Administration associate vice president; patient Marguerite Fleury; Slavin; and Fricchione

Oceanside healing

MGH Community Health Associates Wellness Center enhances patient self-care

THE REFRESHING SALT AIR found in Revere, Mass., isn't the only therapeutic aspect of the oceanside town just north of Boston. In 2007, MGH Community Health Associates (CHA) established a wellness center in Revere to provide easily accessible, culturally appropriate and affordable integrative medicine services. Located at the MGH Revere HealthCare Center, the Wellness Center mainly serves MGH health center patients from Revere, Chelsea and Charlestown. The center celebrated its second anniversary April 8 with patients, staff and special guests Peter L. Slavin, MD, MGH president, and Herbert Benson, MD, of the Benson-Henry Institute for Mind Body Medicine at MGH.

"The Wellness Center seeks to foster patients' innate capacity for healing," says Kathleen Miller, RN, MA, director of the center. "It provides a continuum of care for those whose health needs are not completely answered by surgery or pharmaceuticals."

By providing the treatments, classes and services patients need to enhance self-care, center staff seek to promote stress reduction, pain relief and long-term wellness. Services

(Continued on page 2)

Egg-citement at MGH*f*C spring celebration

THE HOWARD ULFELDER, MD, HEALING GARDEN, usually known for its relaxing and tranquil atmosphere, took on an air of excitement as pediatric patients and their families gathered for the MassGeneral Hospital *for* Children's (MGH*f*C) Spring Egg Hunt. The April 9 event, an MGH*f*C annual tradition, celebrates the beginning of the new season.

Noelli Castaneda, a four-year-old patient in the MGH*f*C Hematology-Oncology Unit, was especially eager for the occasion. "They told us about the egg hunt a few weeks ago; Noelli has been talking about it every day since!" said her mother, Melissa.

Nearly 500 candy and toy-filled eggs were scattered throughout the garden, which is located on the eighth floor of the Yawkey Center for Outpatient Care. Approximately 20 children from the MGH*f*C and Spaulding Rehabilitation Hospital enjoyed this year's celebration.

FAMILY FUN: From left, the Spring bunny with Melissa, MGH*f*C patient Noelli and her baby brother Jayden

– Healing

(Continued from page 1)

include yoga, Tai Chi, acupuncture, therapeutic massage, counseling, mind-body stress reduction groups and a smoking cessation program. The center is also involved in two community-based research studies, the HAPPYHeart Trial and the Mind Body Program for Depression.

The HAPPYHeart Trial, led by principal investigator Malissa Wood, MD, is run in collaboration with the MGH-Women's Heart Center. It is a personalized program for women ages 40 to 60 years and incorporates strategies for enhancing cardiovascular health into the participants' daily lives. CHA also collaborates with the Benson-Henry Institute to offer the Mind Body Program for Depression, led by principal investigator Gregory Fricchione, MD. This study examines the effect of participation in a group stress reduction program on patients being treated for depression.

Approximately 100 people attended the anniversary celebration held in a wing recently acquired by the Wellness Center for programs and research staff. Several patients shared moving testimonials about their care. One patient, Loretta McGovern, described her long struggle with chronic back pain. She listed the many treatments she had tried to relieve the discomfort – none of which worked. The acupuncture she received by the licensed acupuncturist at the Wellness Center, she says, finally resulted in the end of her sciatica pain.

Offering closing remarks, Slavin commended the center staff and thanked the patients for sharing their stories. "The Wellness Center is a terrific clinical innovation that allows us to provide another level of service to our primary care patients. It is making an important difference in their lives."

Building on the success of the Revere-based wellness program, "the long-term goal is to find and create spaces like the Wellness Center for all four of the community health centers," says Anne Richmond, MPH, director of CHA. "We want to make these services accessible to all MGH health center patients." ■

DEVELOPING CAREERS: Top row, from left, Ancrum, Jade Hinton, Tiffany Clayton, James Collins, Souto, Marvalynn Bailey and Kiara Robinson. Front row, from left, Gloria Colon, Williams, Ayawanna Fielder and Starrie Pearson.

PCWD graduation marks a fresh start

SHOLONDA ANCRUM SHED TEARS OF JOY as she accepted her certificate at the April 3 Partners in Career and Workforce Development (PCWD) graduation ceremony. She and nine of her classmates were celebrating their completion of six weeks of intensive job-readiness training, which included preparing for job interviews and learning workplace etiquette.

"This is the beginning of a fresh start, a new career and new ideas," said Ancrum, who interned with the MGH Neuroendocrine Clinical Center. Dolores Collins, administrative manager of the Neuroendocrine Clinical Center, believes having Ancrum in the office benefited everyone. "There is value to the student as well as the department that participates," she says. "It's a win-win situation all around." Ancrum will continue to work at the center, supporting patient service coordinators, nurses and medical assistants with the day-to-day operations of the practice.

"The ten PCWD students were selected from a pool of more than 200 applicants," says Cynthia Briggs, director of PCWD and the Partners HealthCare Community Benefit Program. To participate, applicants must have a high school diploma or equivalent, live in the Boston area and have held a steady job for more than one year. At the graduation, Briggs praised participants for their hard work and ability to juggle their personal and professional lives. "The program is hard to enter, and it's even tougher to finish," Briggs said.

Guest speaker for the event was Joy Williams, RN, staff nurse in the MGH Radiology Department. Born in Jamaica, she described her struggles to reach her goal of becoming a registered nurse. Today, Williams, who is a Thomas S. Durant fellow, travels the world teaching and mentoring other nurses.

"This has made a big difference in my life," said Bella Souto, another PCWD graduate. "It made me realize where I want to be. I want to be working in health care."

AWARDED AGAIN: Patti McKenna, senior vice president of Development for the American Heart Association, presents the Fit-Friendly award to Seeto, center, and Antoniades.

AHA recognizes MGH for second year

FOR THE SECOND YEAR IN A ROW, MGH has been named a winner of the American Heart Association's (AHA) Start! Fit-Friendly award. The AHA recognizes companies and organizations that make the health and wellness of their employees a priority. The award was presented April 8 at Faneuil Hall, with former Speaker of the Massachusetts House of Representatives and WRKO radio host Tom Finneran emceeing the event.

"We are delighted that the American Heart Association has recognized us again as a Fit-Friendly company," says Stathis Antoniades, senior administrative director of MGH Cardiology. "This acknowledgement fuels our enthusiasm and commitment to helping our employees make healthy lifestyle choices."

Speaking up for safety

HAVE YOU EVER NOTICED a colleague approach a patient or a patient's medical equipment without first cleaning his or her hands? Or have you witnessed a coworker reach for a pair of gloves without first disinfecting his or her hands? Maybe you've seen a colleague go directly from a patient to a nearby computer or phone?

At MGH, these instances have become increasingly rare, as hand hygiene practices continue to improve. The hospital recently set a new record in hand hygiene compliance, achieving quarterly compliance rates of 91 percent before and 94 percent after contact. One unit, the Medical Intensive Care Unit on Blake 7, reached a perfect 100 percent in both.

Still, proper hand hygiene is a learned practice, and frequent reminders are sometimes needed to make it a habit. Health care workers are expected to practice proper hand hygiene both before and after contact with a patient or patient's environment to reduce the possible spread of germs.

MGH is striving to achieve 100 percent compliance hospitalwide by encouraging all employees to "look around and speak up" – to be aware of the hand hygiene practice of their coworkers and, if needed, to give friendly reminders to use effective hand hygiene in order to ensure compliance. The best way to do this is in a quiet and respectful manner.

FRIENDLY REMINDER: Burns encourages the use of hand sanitizers

Many MGHers are already promoting good hand hygiene by looking around and speaking up. Giovanna Burns, RN, a staff nurse on Blake 12, is one example of someone who does not hesitate to speak up. Recently, she prompted a group of colleagues to use a hand sanitizer before donning their gowns and gloves and entering a precautions room. Her colleagues were planning to use it anyway – but they still appreciated the reminder.

Kathy Myers, RN, a nurse director on White 6, is similarly known for her willingness to remind others to practice proper hand hygiene. "We are the patient's voice," she says. "We need to speak up for those who cannot and encourage our colleagues to always use hand hygiene. Our patients will thank us for it." ■

Antoniades, who accepted the award on MGH's behalf, says the healthy menu options and weight loss programs offered through the hospital's BeFit program, along with the state-of-the-art exercise facilities at the Clubs at Charles River Park, show MGH's commitment to healthy employees.

"Having a Fit-Friendly workplace isn't just about physical fitness," says Cliff Seeto, general manager of the Clubs at Charles River Park. "Studies have shown that fit employees are more productive and motivated and take less sick time off from work. An employee can reduce a number of risk factors – such as heart disease, high cholesterol and high blood pressure – with regular exercise and proper nutrition. Additionally, any individual who lives a healthier lifestyle will have increased energy, making daily tasks easier, thus getting more accomplished during the day." ■

MGHers can make a difference to protect the Earth

EACH YEAR, EARTH DAY is celebrated April 22 to inspire conservation awareness and appreciation for the Earth's environment. Many mark the day as a time to encourage others toward a common focus to protect the planet.

At MGH, staff and employees share a goal to nurture the health of patients and their families. One of the ways to work toward this goal is to help protect the environment that all individuals share – our Earth. The following are some ways MGHers can make a difference in caring for the environment.

- Start a carpool or walk, bike or use mass transportation instead of driving to work.
- Use environmentally friendly cleaning supplies to reduce pollution.
- Turn on any energy-saving features on office equipment, such as sleep mode.
- Turn off computer monitors, printers, copy machines and lights when they are not being used.
- If possible, take the stairs instead of using the elevator.
- Buy recycled-content, remanufactured and recyclable office products, and recycle them when appropriate.
- Clean out files and place white and colored paper, newspaper and magazines/glossy paper into blue recycling bins.
- Recycle cardboard by breaking it down and leaving it next to a blue recycling bin.
- Use spell check and proofread before printing or copying.
- Print double-sided whenever possible to minimize the amount of paper used.
- Buy reusable instead of disposable office supplies.
- Set up an area to store and exchange reusable office supplies, such as binders.
- Recycle fluorescent bulbs properly to prevent hazardous mercury from entering the environment.
- Recycle plastics at the Eat Street Café or in one of the green recycling bins across the hospital campus.
- Use and return reusable trays from Eat Street Café.
- Use a reusable water bottle or coffee mug.
- Restrict use of "red bags" to only those items designated for these bags in operating rooms and on clinical floors.
- Pick up used interoffice mail envelopes from the mailroom instead of buying new ones.
- Recycle batteries by placing them in the recycling bins located in the Jackson Lobby.
- Return toner cartridges to be recycled. Desktop-sized cartridges can be dropped off at the mailroom.

To request a recycling bin call the MGH Environmental Services Department at (617) 726-2445. To learn more ways to be green at MGH, stop by the MGH Raising Environmental Awareness League (REAL) information table in the Main Corridor April 23 from 7 am to 4 pm, or send an email to REAL at *REALenvironmental@partners.org*.

WHAT'S HAPPENING

InfoBytes training courses

Partners Information Systems Training is offering the following one-hour InfoBytes training courses in 2003 Microsoft Office April 28: Excel-Pivot Tables from 8:30 to 10 am; Excel-Advanced Functions from 10:30 am to noon; Outlook-Tips and Tricks to Improve Efficiency from 1 to 2:30 pm; Access-Navigating a Database and Entering Data from 3 to 4:30 pm. An optional half hour will be provided at the end of each session for related exercises and one-on-one consultation. To register, visit *https://ibridge.partners.org* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org*.

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Disparities seminar series

The MGH Disparities Solutions Center will host its "Keeping Current: Racial and Ethnic Disparities" seminar series April 22, from noon to 1:30 pm in the Gray/Bigelow Sweet Conference Room. The seminar will include presentations on the role of community health centers in addressing racial/ethnic disparities in health care from Leroi Hicks, MD, MPH, instructor in health care policy and associate professor at Harvard Medical School, and Zoila Torres Feldman, RN, MSPH, executive director of Kit Clark Senior Services and former president and chief executive officer of Great Brook Valley Health Center. For more information or to register, e-mail *disparitiessolutions@partners.org*.

Free head and neck cancer screening

The MGH Center for Laryngeal Surgery and Voice Restoration will offer free head and neck cancer screenings April 23 from 8 am to 4 pm at One Bowdoin Square, 11th floor. For more information or to make an appointment, contact Melanie Woodworth at (617) 726-1444.

Smoking cessation programs

The MGH Tobacco Treatment Service is offering two smoking cessation programs. The first will start April 23 at noon; the second will begin May 6 at 5:30 pm. These seven-session, weekly group programs include information about preparing to quit, coping with stress without cigarettes, preventing weight gain and remaining cigarette-free. With written approval from a primary care physician, low-cost nicotine patches and/or nicotine gum will be available to program participants. Advanced registration is required, along with a registration fee, which is on a sliding scale. For more information, contact the Tobacco Treatment Service, (617) 726-7443.

Community Resource Center information session

The MGH Social Services Department's Community Resource Center will host a presentation by the Elder Service Agency of Boston Senior Home Care (BSHC), April 21 at 11am in the Haber Conference room. The BSHC is an organization that helps seniors maintain independent living. The presentation is intended for MGH staff to learn about the programs and how they can refer patients to it. BSHC representatives will discuss the intake procedure and provide an overview of the programs and services they offer. They also will be taking questions and looking for feedback on how they can better serve the MGH community. For more information, contact Samantha Gallant at *stgallant@partners.org*.

Senior HealthWISE event

MGH Senior HealthWISE will sponsor a free lecture, "The Myths of Aging" for seniors ages 60 and older April 23 from 11 am to noon in the Haber Conference Room with speaker Kenneth Minaker, MD, chief of Geriatric Medicine. For more information or to register, call (617) 724-6756.

Earth Day information table

The MGH Raising Environmental Awareness League (REAL) will host an Earth Day information table April 23 from 7 am to 4 pm in the Main Corridor. Topics will include information on how to be green at MGH and home. For more information, contact the REAL at *REALenvironmental@partners.org*.

Complex Trait Genetics seminar

The MGH Clinical Research Program, the Center for Human Genetic Research and the Broad Institute of Harvard and MIT are sponsoring "A Primer on Complex Trait Genetics: Basic Principles for the Beginning Investigator" May 11 from 8 am to 5 pm, at the Broad Institute first floor auditorium. Attendees will have an opportunity to learn the essential elements of complex trait genetics and gain the latest insights from expert faculty members. To register, visit *http://catalyst.harvard.edu*. For more information, contact Suzanne Guerette at (617) 724-2900.

National Donate Life Month tables

In recognition of National Donate Life Month, MGH and the New England Organ Bank will jointly host information tables in the White Lobby April 28 from 9 am to 4 pm. The tables will have educational information about organ donor registration for employees, patients and visitors. A special focus will be the new online tool of the Registry of Motor Vehicles website at *https://secure.rmv.state.ma.us/OrganDonor/intro.aspx*. The site enables Massachusetts drivers to register online for organ donation. Computers will be available in the White Lobby and the Blum Center for anyone interested in registering or learning more.

IN GENERAL

Masashiro Miyajima, MD, a research fellow working with Joren Madsen, MD, Paul Russell, MD, and Robert Colvin, MD, in the MGH Transplant Center, has won a Research Fellowship Award from the International Society for Heart and Lung Transplantation (ISHLT). Applicants from all over the world competed for three fellowships. Miyajima will receive the award for his proposal, "The Role of Regulatory Cells and Natural Killer Cells in the In Vivo Promotion of Coronary Allograft Vasculopathy" April 24 at the annual ISHLT meeting in Paris.

Karen Kim, MD, a resident in the MGH Department of Surgery who is working in the Transplant Biology Research Center with Bruce Rosengard, MD, James Allan, MD, and Joren Madsen, MD, won the prize for best basic science presentation at the 2009 Annual Genzyme Fellows Conference, "Advances in Organ Transplantation." Twenty-five finalists from the United States and Canada competed for the award. Kim presented her paper, "Cardiac Myosin Sensitization Leads to Rejection of Cardiac Allografts in Miniature Swine" April 4 in Cambridge.

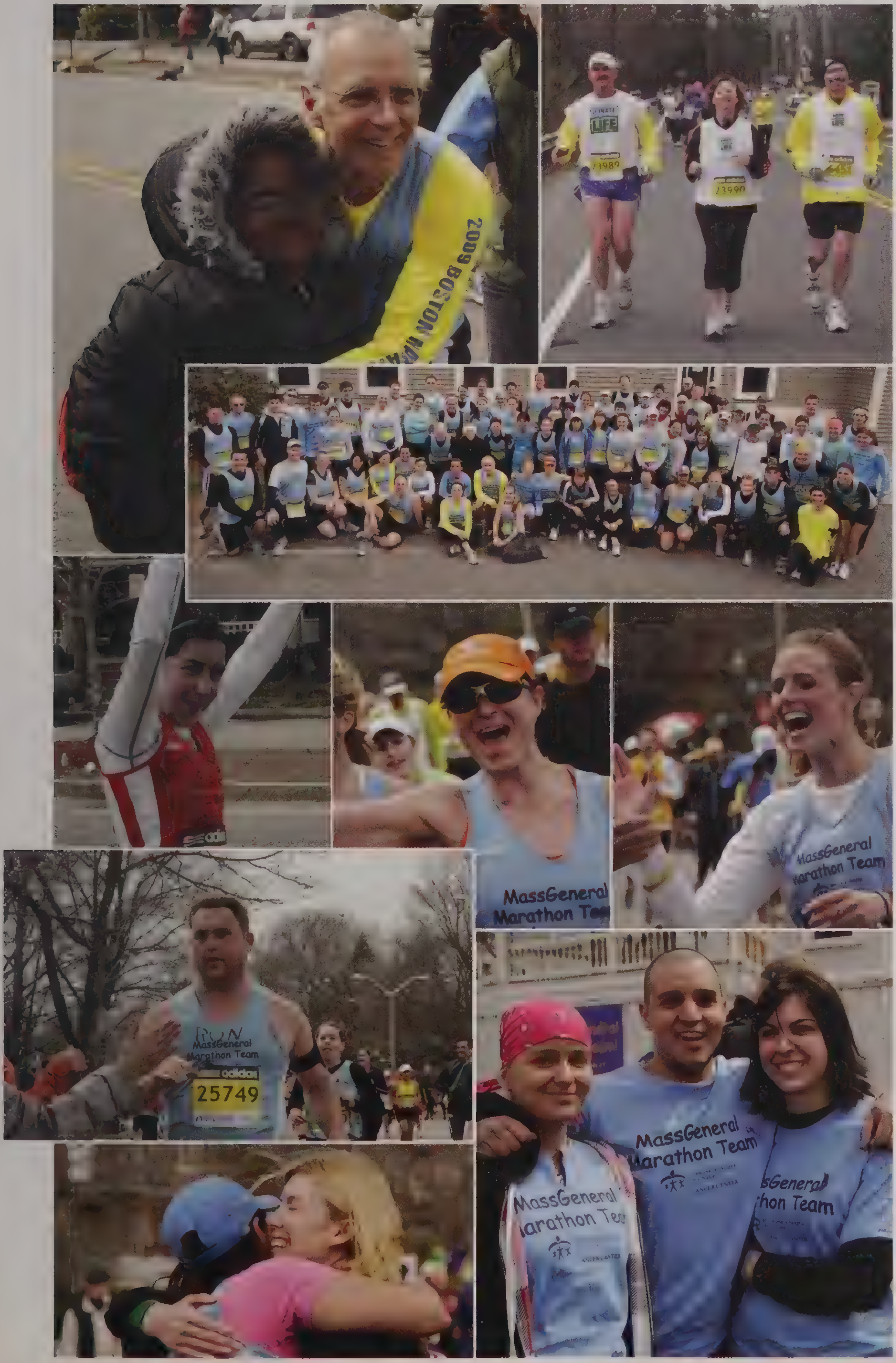
The MGH/Partners Telestroke Program has received Laureate status from the Computerworld Honors Program. Each year, the program identifies organizations from around the world that use information technology especially noteworthy for originality of concept, breadth of vision and significance to society. Finalists and award recipients in 10 categories will be selected in late April, and all Laureates will be honored at the Medal Ceremony June 1 in Washington, D.C.

04.24.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Running for a cause



Boston Marathon draws dedicated runners for MGH and MGHfC

MUCH HAS CHANGED since the running of the original marathon in 490 B.C. by Greek soldier, Pheidippides, who ran 24 miles to deliver a message from the town of Marathon to Athens. Today, more than 800 marathons, each spanning 26.2 miles, are held throughout the world every year. On April 20, Boston hosted its own celebrated marathon for a mass of more than 23,000 runners.

Finishing the footrace requires mental endurance as well as physical stamina, and many athletes find their inspiration to keep moving one foot in front of the other by running for a cause close to their heart. This year, 113 runners took to the course to benefit MassGeneral *for* Children's (MGH*f*C) Cancer Care Fund, while another 18 ran to raise support for MGH cystic fibrosis care and research. Seven marathoners ran the race to benefit the MGH Thomas S. Durant, MD, Fellowship in Refugee Medicine.

"I absolutely love running, and finishing the marathon for MassGeneral Hospital *for* Children helped me work some purpose into what I already enjoy and at the same time gave me an opportunity to express my gratitude," says 51-year-old Mark Meche, who ran his second Boston Marathon to benefit MGH*f*C's Cancer Care Fund. Meche's 8-year-old son Alexander was diagnosed with acute lymphoblastic leukemia three years ago and has been receiving treatment at the hospital. "I am grateful to the MGH*f*C pedi hematology-oncology team for saving my son's life and treating the whole child, not just the cancer. In fact, in a way, they treated our whole family."

Many others also finished the race with inspiration from their MGH caregivers. Brothers Dan and Don Davis ran the marathon only one year after Don had donated one of his kidneys to his brother. Before the race, they stopped by the hospital to ask MGH Transplant Center

(Continued on page 4)

04.24.09

Rowell and Noga win 2009 Nathaniel Bowditch Prize

NATHANIEL BOWDITCH, a self-taught, 19th century celestial navigator, helped raise support for the construction of MGH in the 1800's. On April 16, Andrew Warshaw, MD, chairman of the Bowditch Prize Committee and chief of the MGH Department of Surgery, presented two of the hospital's own current-day navigators a special prize named in Bowditch's honor.

BRIDGING THE TRANSLATION GAP: From left, Warshaw congratulates Rowell and Noga.

Patricia Rowell, director of Volunteer, Interpreter, Information Ambassador and General Store Services, and Jim Noga, chief information officer, were presented the 2009 Nathaniel Bowditch Prize for creating a video medical interpreter (VMI) service to help patients who don't speak English better communicate with their caregivers.

The service, which was tested in Spanish at the MGH Medical Walk-In Unit, eliminates the wait for an onsite interpreter.

"As providers encounter patients who don't speak English, VMI allows them to quickly deliver care with the same fluidity as they do for patients who speak the language," Rowell says.

The success of the Spanish version of VMI will eventually lead to its use in other languages. Noga said he could see the service expanding Partnerswide over the next several years.

The Bowditch Prize was established in 2000, when the MGH Board of Trustees received a grant for an annual prize recognizing efforts to improve patient care while reducing costs. Those considered for the award are nominated by their peers. The top idea is selected by a committee, and the winners receive a $5,000 cash prize.

"This year, as with all the others, it was a difficult decision," says Warshaw. "The work was just so terrific."

Boston Health & Fitness Expo returns

CHANNEL 7 NBC/CW 56 AND PARTNERS HEALTHCARE plan to pack the Hynes Convention Center once again this summer as they come together to present the third annual Boston Health & Fitness Expo June 27 and 28 from 10 am to 5 pm with a mission to improve the health and wellness of the community.

At this year's Expo, MGH will provide information on staying healthy at every age. Attendees will learn about possible health issues at each stage of adult life – from the 20s to the 60s and beyond. MGH will also host face-to-face "Health Talks" at its booth throughout the weekend. These open and welcoming discussions will provide the public access to the expertise of several MGH clinicians on topics ranging from heart health to cancer prevention.

For children, MassGeneral Hospital *for* Children staff will promote healthy and active lifestyles. A physical fitness expert will encourage the young people to start moving with group exercises and other physical activities to show them how much fun fitness – and good nutrition – can be.

In addition to the hospital's exhibit, an "Ask the Doctor" booth will be staffed by clinicians from all of the Partners HealthCare-affiliated institutions. The following MGH physicians will speak on the Partners seminar stage:

- Nandita Scott, MD, of the Heart Center, will discuss the myths of heart disease in women;
- Sandy Tsao, MD, of Dermatology, will highlight the latest laser and cosmetic procedures for skin photorejuvination;
- Steve Safren, PhD, of Psychiatry, will share information on depression related to chronic illness;
- Tom Holovacs, MD, of Orthopædic Surgery, will share news about the latest treatments for injuries and offer tips for recreational athletes on how to avoid injury.

PARTNERS HEALTHCARE
7 CW56
Health & fitness EXPO

Last year, more than 74,000 people attended the Heath & Fitness Expo, which is free to the public. For more information about the other activities, exhibits and celebrity appearances scheduled for this year's event, visit *www.bostonhealthexpo.com.* To serve as one of the nearly 900 Partners HealthCare volunteers needed during the event, e-mail *healthexpo@partners.org.*

SIMULATION SCENARIO: MGH clinicians from various disciplines take part in an OR simulation.

MGH surgery teams participate in simulation surgery

A 54-YEAR-OLD MALE PATIENT is undergoing the surgical removal of a cancerous lung tumor. The procedure is moving along smoothly until the surgical team encounters unexpected bleeding. Suddenly, the situation is an emergency, and the lead thoracic surgeon calls in a cardiac surgery team to assist.

To those involved, everything about this situation is real – from the communication to the palpable anxiety in the room. In reality, the whole scenario is a reproduction of an operation, and the 54-year-old male patient is actually a fully featured mannequin simulator.

MGH's cardiac surgical teams are currently participating in these lifelike operating room (OR) simulations as part of training designed to reduce medical errors by drilling staff in emergent situations. At the Center for Medical Simulation in Cambridge, eight to ten staff members from various clinical disciplines work through the simulations as a team and then analyze the clinical and behavioral aspects of their performance.

"We look at how the team responds to problems and how they work together to make the surgery more effective," says Arvind Agnihotri, MD, director of Cardiac Surgery Quality Improvement at MGH.

The cardiac team's simulation drills are modeled after those performed in other high-stress, high-risk fields, such as the airline industry and the military. The cardiac OR simulation teams, like teams in these fields, can learn from practice exercises and become familiar with specific scenarios that, while rare, may occur during a procedure. The drills also can encourage behaviors that improve quality and safety, such as repeating back instructions and performing procedural timeouts. The Center for Medical Simulation, founded under the leadership of Jeffrey Cooper, PhD, of MGH Anesthesia and Critical Care, proved to be an ideal location to bring the exercises to life because of its highly realistic OR environment.

Following the simulation, participants gather to watch a video of the training and discuss where improvements could be made. Analyzing the team's communication and interactions often uncovers potential problems. Everyone is encouraged to share feedback.

"The videos of the simulations help define the roles of each member of the team and improve the communication process," says Lisa Morrissey, RN, MBA, CNOR, nursing director for the Operating Rooms. "Being able to clearly communicate saves patients' lives." ■

Children's HealthCare Week: an MGH*f*C tradition

ALTHOUGH MassGeneral Hospital *for* Children (MGH*f*C) will not host its annual Children's Health Fair this spring, plans for Children's HealthCare Week are still in full swing. Now in its 13th year, the MGH*f*C tradition has grown dramatically since its launch.

This year, the week kicks off April 27 with the presentation of the Family Center Care Awards in the Ellison 18 conference room at 1:30 pm. These awards are presented to MGH*f*C employees – nominated by their colleagues or family members of MGH*f*C patients – for demonstrating exceptional work in their roles at the hospital. On April 28, pediatric professionals are invited to attend the Pediatric Grand Rounds in the O'Keeffe Auditorium at noon. The topic will be "Pediatric Palliative Care," and a luncheon for attendees will follow. MGH*f*C employees and patients' families can learn how to treat and prevent pediatric pain April 29, Hurt Alert Day, when they will have the opportunity to speak with MGH*f*C pain management specialists.

Throughout the week there also will be activities for patients on the general care pediatric units – such as ice cream parties, puppet shows and visits from New England Aquarium staff, who will bring in small aquatic animals for the patients and their family members to see.

"The annual MGH*f*C Children's Health Fair, which usually concludes the week's events, was canceled this year due to school budget cuts," says Mary Lou Kelleher, RN, chair of Children HealthCare Week. "MGH*f*C was also experiencing funding issues and felt there might not be enough staff to support the fair. However, we are pleased to announce that the fair will be back next year, as local schools now have funds from the national stimulus package specifically earmarked for school field trips."

Kelleher and the other MGH*f*C staff who are planning the weeks' events have not let the fair's cancellation dampen their spirits, as they are determined to provide an exciting, educational week for patients, families and employees. "Everyone involved is extremely passionate about providing the best care for children and their families," she says. "HealthCare Week is so unique because all of the pediatric departments come together for a meaningful cause. The week represents what makes MassGeneral Hospital *for* Children so special at its core."

For more information about Children's HealthCare Week, contact Kelleher at *mlkelleher@partners.org*.

— Marathon

(Continued from page 1)

clinicians and counselors to sign the shirts they wore during the race.

"Without their support none of this would have been possible," says Don. "We think about all those people who are waiting for an organ and really appreciate the care we received at Mass General so that we could run the marathon. The day of the race was only one year and five days since the transplant. We hope our run encourages those who are waiting for an organ and hope others will decide to be an organ or tissue donor."

Although their legs and feet may be tired from the long journey, these athletes shared their achievement with and made a lasting difference for countless patients and their families, clinicians, caregivers and researchers. For more information about this year's MGH*f*C Boston Marathon team, contact Amy Flynn, Development Officer, at *aflynn2@partners.org.* ■

WHAT'S HAPPENING

MGH College Fair

MGH Training and Workforce Development will host the 2009 MGH College Fair April 29 from noon to 3:30 pm in the Bulfinch tents. College representatives will be on hand to help employees explore educational opportunities in the Boston area. For more information, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or contact John Coco at (617) 724-3368 or *jcoco@partners.org.*

National Donate Life Month event

The MGH Organ and Tissue Donation Committee will host an event to celebrate National Donate Life Month April 28 at 2:30 pm in the Bulfinch tents. The event will raise organ donation awareness and recognize those who have donated as well as employees currently involved in the MGH organ donation program. The New England Organ Bank will present medals to MGH for having reached transplant benchmarks, and several speakers will address how organ donation has affected their lives. Cake and coffee will be served. For more information, contact Greg Hamann at *ghamann@partners.org.*

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Avon Walk volunteers needed

MGH will be the medical sponsor for this year's Avon Walk for Breast Cancer May 16 and 17. Clinical volunteers are currently needed to help provide basic medical care at the event. Volunteers must pick up credentials and attend a meeting on the evening of May 15. For more information or to sign up, contact David Brown, MD, at *dbrown2@partners.org.*

Free skin cancer screening

MGH Dermatologic Surgery will host a free skin cancer screening May 13 from 5:30 to 7 pm at 50 Staniford St., Suite 270. Screenings are by appointment only. To schedule an appointment, call (617) 726-1869.

Head and neck cancer information

The Head and Neck Oncology Program at the MGH Cancer Center will sponsor a head and neck cancer information table April 29 from 1 to 4 pm in the White Lobby. Information on the risk factors, warning signs and available resources for those with the disease, which affects more than 60,000 Americans each year, will be available. Visitors can also sign up for a free oral cancer screening with the Massachusetts Eye and Ear Infirmary. For more information, call (617) 573-4084.

Senior HealthWISE event

MGH Senior HealthWISE will offer a free hypertension screening for seniors ages 60 years and older April 27 from 1:30 to 2:30 pm at the West End Library. For more information, call (617) 724-6756.

Clinical pastoral education fellowships available

The Kenneth B. Schwartz Center and MGH Department of Nursing are accepting applications for the 2010 MGH Clinical Pastoral Education Program for Healthcare Providers. The fellowships are open to clinicians from any discipline who work directly with patients and families or staff who wish to integrate spiritual caregiving into their professional practice. The program is part-time and runs from Jan. 11 through May 20, each Monday from 8:30 am to 5 pm. Additional hours are negotiated for a clinical component. The application deadline is Sept. 1. For more information, call Rev. Angelika Zollfrank at (617) 724-3227.

My Girl's Gala

The My Girl's Gala Fashion/Fundraiser for Breast Cancer Research will be held April 30 from 7 to 10 pm at Shreve, Crump & Low at 440 Boylston St. The event brings together 400 breast cancer survivors and friends, along with members of the Boston medical community, for an evening of fun and fashion. Special guest John K. Erban, MD, director of MGH Clinical Programs and co-director of the MGH Gillette Center for Breast Cancer, will provide an update on the latest in breast cancer research. All proceeds benefit the MGH Cancer Center. For more information, visit *www.radiationcream.com/events.html.*

InfoBytes training courses

Partners Information Systems Training is offering the following one-hour InfoBytes training courses in 2003 Microsoft Office April 28: Excel – Pivot Tables from 8:30 to 10 am; Excel – Advanced Functions from 10:30 am to noon; Outlook – Tips and Tricks to Improve Efficiency from 1 to 2:30 pm; Access – Navigating a Database and Entering Data from 3 to 4:30 pm. An optional half hour will be provided at the end of each session for related exercises and one-on-one consultation. To register, visit *https://ibridge.partners.org* and select: HRMS Production > Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" and search available courses. For more information, e-mail *istraining@partners.org.*

PIE nomination period begins

The 2009 Partners in Excellence (PIE) Awards online nomination period is currently underway. Nominations can be made in the following categories: quality treatment and service; leadership and innovation; teamwork; operational efficiency; and outstanding community contributions. To nominate an individual or team, visit *http://pulse.partners.org/PIE/InstructionsWEB.asp.* The deadline for nominations is Sept. 18. For more information, send an e-mail to *partnersinexcellence@partners.org* or call (617) 724-9743.

The Clubs summer membership

The Clubs at Charles River Park is offering summer memberships for MGHers and their families. Current MGH health club members can purchase the Employee Family Membership package, which includes one full summer privilege membership and two teen, youth or child memberships for $715. An additional teen, youth or child can be added for $120. Individual MGH Employee Summer Memberships can be purchased for $370. For more information, visit the club, located at 10 Whittier Pl., or call (617) 726-2900.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH responds to swine flu outbreak

WITH THE ANNOUNCEMENT of two confirmed cases of swine flu in Massachusetts and the World Health Organization emphasizing the possibility of an influenza pandemic, MGH senior leaders have activated plans and preparations to respond to the outbreak. To date, there are 109 confirmed cases across 11 states. Many of the U.S. cases have been mild, as were the two recently seen at the MGH Emergency Department (ED).

"Because they were rapidly identified on entry to the ED as having respiratory symptoms and fever, masks were placed on the patients when they entered the ED," says David Hooper, MD, chief of the MGH Infection Control Unit. "The patients were then found to meet the CDC case definition of suspected swine flu, based on a history of travel to Mexico within seven days, and appropriate testing was done to confirm the cases. Because the patients had mild illness, they were treated and discharged, and there was no exposure to staff or other patients."

To respond to a possible increase in patients with flu-like symptoms, MGH has activated its Central Ambulatory Screening and Treatment (CAST) plan to provide high volume screening of MGH ambulatory patients. Located in the Wang Ambulatory Care Center, the CAST Screening Unit is open to accept MGH patients redirected from the ED, the Medical Walk-In Unit and those who have been assessed by their MGH providers as meeting the criteria for swine flu.

"We are communicating with and receiving guidance from public health authorities and are remaining vigilant in identifying and isolating patients who meet CDC case definitions for swine flu to minimize any possible risks to our staff and patients," says Hooper.

All clinical questions related to swine flu should be directed to the MGH Infectious Disease Division at (617) 726-3812. Questions related to Isolation Precautions should be directed to the Infection Control Unit at (617) 726-2036.

MEETING ABROAD: Ives Erickson, Schwartz, Slavin, Bangsberg and Walker met with hospital staff from Mbarara Regional Referral Hospital in Uganda.

COLLABORATING FOR A CURE

IN THE UNITED STATES, HIV infection can be effectively managed with medication. However, for people in developing nations such as those in Africa, without access to advanced treatments, HIV can be a death sentence. MGH is helping to change this through a variety of programs and research studies.

Several members of MGH recently traveled to South Africa and Uganda for a weeklong tour of MGH's efforts to address HIV/AIDS/TB in the region. The group included Peter L. Slavin, MD, MGH president; Jeanette Ives Erickson, RN, senior vice president for Patient Care and chief nurse; Bruce D. Walker, MD, director of The Phillip T. and Susan M. Ragon Institute of MGH, MIT and Harvard; David Bangsberg, MD, MPH, of The Ragon Institute; Katelyn Quynn, MGH deputy chief development officer; David Tubbs, MGH senior director of principal gifts; and Mark Schwartz, director of the MGH President's Council, who with his wife Lisa committed $8.5 million in 2008 to expand the hospital's HIV/AIDS/TB efforts in Africa.

Much of the trip was dedicated to meetings with collaborators in the KwaZulu-Natal province of South Africa and in Mbarara, Uganda. A particular highlight of the week was a meeting with Archbishop emeritus Desmond Tutu, the Nobel Peace Prize-winning South African activist and cleric known for his work to end apartheid. The group met with the U.S. Ambassador to Uganda, Steven A. Browning, and toured the Doris Duke Medical Research Institute,

(Continued on page 4)

> "I'M PROUD OF THE WORK MGHERS ARE DOING TO COUNTER THE HIV/AIDS/TB EPIDEMIC."
>
> PETER SLAVIN, MD, MGH PRESIDENT

MGH blood drive honors former colleague

MANY MGHERS REMEMBER HIM as the doctor with the bow tie. Most, however, remember Allan Moore, MD, as an enthusiastic, young physician who was involved in many areas of the hospital, especially the MGH Blood Donor Center.

Five years ago, Moore initiated a friendly medical service blood drive competition to educate hospital staff on the importance of donating blood. Nationwide, hospital employees are not an active group of blood donors, and Moore wanted to change that. Due in part to his efforts, MGH currently receives 15 percent of its blood supply from employees – a high percentage compared to many other hospitals.

The first medical service blood drive challenge, held in 2005, consisted of three groups of MGH residents and fellows and resulted in 77 donations. Moore then expanded the challenge to include nurses, administrative staff and several MGH community health centers. In 2008, the challenge had its most successful year yet, receiving a record 379 donations.

Tragically, Moore died last summer due to injuries sustained in a scooter accident. The blood donation room was dedicated in his memory, and this year's medical service challenge will be held in his honor. A logo for the challenge now bears his name and signature bow tie.

The blood drive begins May 1 and will run throughout the month. Kerri Palamara, MD, will carry on Moore's work and spearhead the challenge. The competitors include a team of nurses, led by Susan Morash, RN, a nurse manager on White 11; a team of administrative staff, led by Tanya Milosh Zinkus, program administrator in the Department of Medicine; and a team of physicians, led by Ryan Thompson, MD, chief resident in the Department of Medicine. MGH Revere and Chelsea HealthCare Centers also will be participating as health center teams.

IN HONOR OF A FRIEND: From left, Kim Cronin, manager of MGH Donor Services; Palamara; Thompson, holding a photo of Moore; and Milosh Zinkus

"I don't know if any one of us alone can match Dr. Moore's passion for this blood drive," says Thompson. "Working together, however, perhaps we can."

All challenge donors will receive a T-shirt as well as an MGH food service coupon or a North Station parking garage voucher. The team with the highest percentage of donors will be declared the winner. In addition to bragging rights, the winning team will receive a group prize, such as an ice cream sundae party or a video yearbook.

"The medical service blood drive is a fun, good-natured challenge that addresses our patients' critical need for blood," says Morash. "Staff members clearly understand that donating blood saves lives. This year, we will have Dr. Moore in our thoughts as we roll up our sleeves."

For more information or to schedule an appointment, contact the MGH Blood Donor Center at (617) 726-8165. ■

Bulfinch Temporary Service celebrates 20 years of staffing success

WHEN LAURIE FITTS MOVED BACK to New England in 1989, she was five months pregnant with her first child. She needed a job and wanted to find a company that would provide her with job security, generous benefits and the flexibility she would need to raise a family. She found it at the Bulfinch Temporary Service.

"I interviewed with Mary French," Fitts says, referring to the former Bulfinch Temporary Service manager, "and lo and behold I landed the temporary position."

Fitts's temporary status didn't last long; just one month after she was placed by Bulfinch Temps she was offered a permanent secretarial position in MGH Dermatology, working for Howard Baden, MD. Twenty years later, she's still working for Baden and as financial analyst for the MGH Cutaneous Biology Research Center.

Fitts is one of many MGH and Partners HealthCare workers who started their careers as a Bulfinch Temp. On May 1, the service will celebrate its 20th anniversary of providing qualified, ready and able workers to MGH departments.

"For us, it's almost like a safety net," says Kris Klincewicz, supervisor of Patient Transport, Specimen Pickup and Equipment Services. Klincewicz says it's typical for his department to have anywhere between five and ten Bulfinch Temps working at all times. The service also helps when employees are sick or on leave. "If we are in a pinch, they're always a phone call away."

In the past five years alone, the service has placed more than 4,000 temporary workers within the Partners system; 974 of them have been hired to permanent positions at MGH, says Susan Horan, Bulfinch Temps manager. Another 200 have been hired by Partners affiliates. Additionally, Bulfinch Temps coordinates summer hires for MGH community programs like Project ProTech, Jobs for Youth and Timilty Summer Works.

When Fitts applied to Bulfinch Temps, the service was only filling temporary administrative positions. Today, its pool of workers ranges from catering assistants for MGH Nutrition and Food Services to laboratory aides for research centers. There's even a pool of more than 100 workers who provide observation for inpatients.

"For the past 20 years, Bulfinch Temps has proven to be a cost effective way to meet MGH's temporary staffing needs," says Jeff Davis, senior vice president for MGH Human Resources. "It also is an effective means for managers to find and screen highly qualified individuals to fill permanent needs."

CELEBRATING ADMINISTRATIVE PROFESSIONALS: From left, Borges, Flynn and Slavin

MGH honors 2009 Ellis Award recipient

GERALDINE FLYNN, a staff assistant in the Department of Neurosurgery, is the 2009 recipient of the Pamela J. Ellis Memorial Secretarial Award. The award, presented April 21, was established to remember the talent and work values of Pamela Ellis, an MGH executive secretary who worked at the hospital from 1992 to 1996.

"It was a little bit shocking," said Flynn, who learned of the honor when she received a visit from Jeff Davis, senior vice president of MGH Human Resources, weeks before the event. "It took me about a week to absorb it. It's a very, very nice honor."

Flynn has worked at MGH for the last 32 years, 23 of those for Lawrence Borges, MD, who nominated her. Borges cited Flynn's commitment to customer service and her compassion for his patients.

"Geri takes an immediate and deep abiding interest in everyone with whom she interacts. She is consistently pleasant and thoroughly interested in providing the best possible patient care," he wrote.

He also praised her ability to adapt to changing technologies, keep the practice organized and manage his research budget. "She is not only my secretary, but she also manages all aspects of my office, my neurosurgical practice and all my research," he wrote. "She has risen to each and every challenge and conquered every task that the successful functioning of our neurosurgical practice and research has required."

The award was presented during the Administrative Secretarial/Clerical Support Staff Day luncheon in the Bulfinch tents, an annual event honoring the hospital's more than 3,000 administrative professionals. Peter L. Slavin, MD, MGH president, offered his thanks to those in attendance.

"Without your indispensable skills, remarkable talent and unwavering devotion to your roles, not only would our own work lives suffer, but the MGH as a whole would be missing a vital part," he said. ■

Jain elected to National Academy of Sciences

RAKESH K. JAIN, PHD, director of the MGH Edwin Steele Laboratory of Tumor Biology and Andrew Werk Cook Professor of Radiation Oncology, has been elected to the National Academy of Sciences (NAS). Jain is among 72 new members and 18 foreign associates from 15 countries to be recognized by the academy for their distinguished and continuing achievement in original research. With this new honor, Jain becomes the ninth individual and the first Harvard Medical School faculty member elected to all three U.S. Academies – the Institute of Medicine, the National Academy of Engineering and the NAS.

Established in 1863 by a congressional act of incorporation by Abraham Lincoln, the NAS is a private organization of scientists and engineers dedicated to furthering science and its use for the general welfare. The academy acts as an official adviser to the federal government in matters related to science or technology. ■

Iezzoni leads Institute for Health Policy

LISA I. IEZZONI, MD, MSC, has been named director of the MGH/Partners Institute for Health Policy (IHP). She succeeds David Blumenthal, MD, MPP, who recently resigned from his roles at MGH to serve as national coordinator for Healthcare Information Technology in the U.S. Department of Health and Human Services.

Iezzoni has been associate director of the IHP since 2006 and is a leading authority on risk adjustment for cost and quality measurement as well as health policy and access issues. She has made many contributions to academia, research, and health policy and delivery, including authoring three books and dozens of articles on topics related to assessing severity of illness, measuring complications of inpatient care, and health care disparities affecting persons with disabilities. She has led health policy-related studies for the Agency for Healthcare Research and Quality, the Health Care Financing Administration, and private foundations. She also has served on the editorial boards of 11 medical and health services research journals. Before joining MGH, she spent 16 years as co-director of research in the general medicine division of Beth Israel Deaconess Medical Center (BIDMC), where she had the distinction of being the first woman at BIDMC to be appointed a Harvard Medical School (HMS) professor of Medicine.

Iezzoni's contributions to national health policy were recognized by the Institute of Medicine of the National Academy of Sciences in 2000, when she was named a member. Since 2008, she has served on the U.S. Secretary's Advisory Committee on Health Promotion and Disease Prevention Objectives for 2020.

A summa cum laude graduate of Duke University, Iezzoni completed a master's program from Harvard School of Public Health's Health Policy and Management program and received her medical degree from HMS.

WHAT'S HAPPENING

Partners intern program

The Partners HealthCare Training and Employment Program is looking for departments to host unpaid interns for two and a half weeks, beginning May 18. Interns are adults interested in beginning a career in health care and are ideal candidates for entry-level positions, such as medical records clerks, processing technologists and lab aides. To host an intern, sign up at *www.partners.org/jobtraining/internship* by May 7.

LAM Treatment Alliance Folkman Fellowship

The LAM Treatment Alliance is offering a postdoctoral fellowship opportunity to individuals from Harvard Medical School and its affiliated institutions. The fellowship is dedicated to the late M. Judah Folkman, MD, a member of the LAM Treatment Alliance's Scientific Advisory Board, and is intended to rapidly advance finding an effective treatment for LAM, a deadly lung disease that mainly affects women, through advancing innovative clinical and translational research. For more information or to access the application, which is due May 11, visit *http://medapps.med.harvard.edu/fellowships/LAM09.htm.*

Senior HealthWISE event

MGH Senior HealthWISE is offering a free hypertension screening for seniors ages 60 and older May 4 from 1:30 to 2:30 pm at Hill House, 127 Mt. Vernon St. For more information, call (617) 724-6756.

Faculty development event

In celebration of Faculty Development Month, the MGH Center for Faculty Development is hosting the inaugural Nancy Tarbell, MD, Faculty Development Lectureship Series for faculty with Harvard Medical School appointments. David A. Thomas, H. Naylor Fitzhugh professor of Business Administration and head of the Organizational Behavior Unit at the Harvard Graduate School of Business Administration, will present "Beyond Mentoring: Building a Development Network," May 6 from noon to 11:30 pm in the Thier Conference Room. For more information or to register, e-mail *cfd@partners.org* or call (617) 724-0818.

Service Learning Series

The MGH Service Improvement Department will host the next MGH/MGPO Service Learning Series, "Practicing Excellence – Engagement, Alignment and Leadership" May 7 from 9 to 11:30 am at the Holiday Inn Select, 5 Blossom St. Jay Kaplan, MD, a national speaker and facilitator on hardwiring service and achieving operational excellence, will present. A continental breakfast will be served. For more information or to register, e-mail Beth Churnet at *bchurnet@partners.org*.

IN GENERAL

Joseph P. Vacanti, MD, has been selected the 2009 recipient of the Flance-Karl Award from the American Surgical Association. The award is given annually to a surgeon who has made a seminal contribution in basic laboratory research with an application to clinical surgery. Vacanti's research led to a tissue engineering approach using an artificial biodegradeable polymer scaffold on which living cells generate, eventually growing into three-dimensional tissue. Once this tissue is implanted in the body, the lab-grown tissue becomes indistinguishable from its surroundings.

Lee H. Schwamm, MD, FAHA, vice chair of the Department of Neurology, is the recipient of the American Stroke Association's 2009 C. Miller Fisher Award. The award is the highest honor given by the association and is presented each year to a member of the greater Boston medical community. Schwamm is being recognized for his leading role in the development and implementation of Primary Stroke Center Certification in Massachusetts. The award will be presented May 15.

Joseph Kvedar, MD, founder and director of Partners' Center for Connected Health, has been recognized by the American Telemedicine Association (ATA) with its Individual Leadership Award for his significant contributions in connected health and telemedicine. Internationally recognized for his leadership and vision in the field of connected health, Kvedar is leading research in the use of a combination of remote-monitoring technology, sensors and online communications and intelligence to improve patient adherence, engagement and clinical outcomes. The award was presented April 27 at the annual ATA Conference. Kvedar was also one of eight health care leaders to be inducted into the ATA College of Fellows.

– *Collaborating for a cure*

(Continued from page 1)

which was established in 2003 through a grant to MGH from the Doris Duke Charitable Foundation. They also attended the opening ceremony of the South Africa AIDS Conference.

"I believe a trip to Africa should be a requirement for everyone in the United States – we have so much to be grateful for," says Slavin. "I'm proud of the work MGHers are doing to counter the HIV/AIDS/TB epidemic, and I'm thankful for the generous support of their efforts from people like Mark and Lisa Schwartz."

Slavin had previously traveled to South Africa with Walker in September 2004. Walker, a physician-scientist who has studied the AIDS/HIV epidemic for more than 25 years, spearheaded the creation of a number of clinical and research initiatives in the country. As director of The Ragon Institute, established in February with a $100 million commitment from philanthropists Terry and Susan Ragon, Walker leads a team dedicated to the accelerated discovery of an HIV/AIDS vaccine. The institute was previously known as the Partners AIDS Research Center at MGH.

The visit to Uganda and South Africa was a first for Ives Erickson, who oversees the MGH Center for Global Health. The trip gave her the opportunity to see first-hand the work underway by Walker, Bangsberg and the rest of the MGH-affiliated team.

"I am amazed by the progress we are making," says Ives Erickson. "The work being done offers hope that someday we may find a cure. I look forward to building a bridge between this work, the Center for Global Health and the nursing service."

The Schwartz's gift will help MGH expand its work in the KwaZulu-Natal province, often considered the epicenter of the AIDS epidemic in sub-Saharan Africa. The donation also will help fund HIV/AIDS work in Uganda under the direction of Bangsberg, an international leader in HIV/AIDS research. ■

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MGH HOTLINE

A PUBLICATION FOR EMPL MASSACHUSETTS GENERAL HOSPITAL

TAKING OUR CHILDREN TO WORK: Current and future MGHers tour the Ether Dome.

A DAY AT THE OFFICE

MGHers share their day during the annual Take Our Children to Work Day

WHEN 9-YEAR-OLD THEA NICKOLAS left the hospital April 23, she sported a bright pink cast covered with signatures on her arm. "I can't wait to show my sisters," she said, with a sly grin on her face. "I'm hoping to trick them."

Thea's arm wasn't really broken, but having her arm put in a cast was one of many activities she enjoyed while visiting MGH during the hospital's annual Take Our Children to Work Day event. The day began with breakfast and continued with a history tour, a look at the construction of the Building for the Third Century, the cast-making activity and a presentation about health care careers. More than 150 children participated, taking the opportunity to learn what life is like at MGH.

Shadowing her grandmother, Rev. Daphne B. Noyes of the MGH Chaplaincy, Thea watched her grandmother at work. She also visited the helipad and met an MGH therapy dog named Bo, whom she said looked much like the Obama family's new dog of the same name.

"Bo even has his own hospital ID badge," Thea exclaimed.

Sandy Belair-St. Onge, RN, a nurse in the Dialysis Unit, brought her granddaughter Cassandra Boddie to work that day. In addition to teaching Cassandra what it's like to work in the unit, Belair-St. Onge said she herself enjoyed learning more about the history of MGH on the history tour. She visited the Ether Dome for the first time and learned about the old wharf and original MGH building foundation pilings.

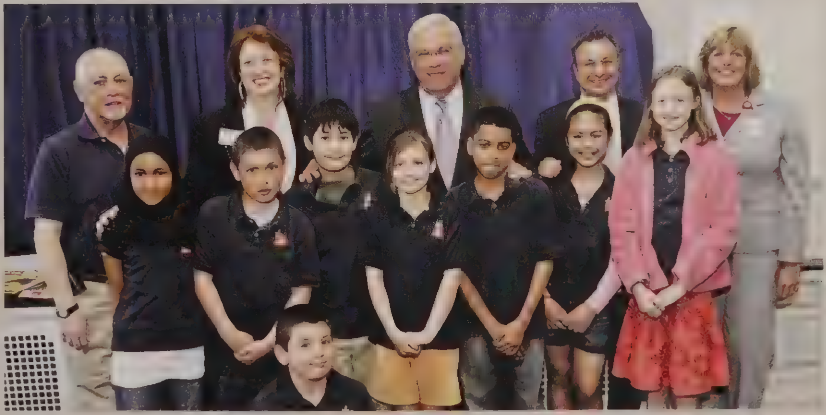
Cassandra says she'd like to go into pediatrics someday. Of her experience at MGH, she said, "It was really cool!" ■

Charlestown HealthCare Center helps prepare community

WHETHER IT IS H1N1 INFLUENZA or Hurricane Katrina, an emergency situation can arise at any time. In Charlestown, an Emergency Preparedness Roundtable and Community Emergency Response Team (CERT) have been established to ensure that citizens are prepared.

An April 27 luncheon hosted by the MGH Charlestown HealthCare Center recognized the efforts of Charlestown roundtable members and CERT volunteers. The roundtable, which has met biannually for more than four years, is a group of community and civic leaders who meet to discuss emergency preparedness issues and challenges in their neighborhoods. CERT, launched by the Mayor's Office of Emergency Preparedness in 2008, focuses on educating

(Continued on page 2)



READY FOR ACTION: Top row, from left, Amara, Simpson, Menino, LaMattina and Carolan-Bolognese with fourth graders from the Warren-Prescott School

– Charlestown

(Continued from page 1)

participants about shelter operations and commodities distribution. Over the course of ten weeks, CERT volunteers complete nine two-hour course modules and a final exercise in shelter operations.

The luncheon began with a presentation by Warren-Prescott School fourth graders, who learned about emergency preparedness through a partnership with the city and state offices of emergency preparedness. That collaboration was spearheaded by Peggy Carolan-Bolognese, administrative director of MGH Charlestown HealthCare Center; Pat Simpson, RN, also of MGH Charlestown; and Domenic Amara, principal of the Warren-Prescott School.

Special guests Mayor Thomas M. Menino, Mayor's Office of Emergency Preparedness Director Don McGough and Charlestown City Councilor Salvatore LaMattina congratulated all of the Charlestown participants. Menino presented CERT volunteers with certificates of accomplishment and preparedness kits. "You, the citizens, are Boston's greatest resource for emergency preparedness," he said.

Training for CERT is provided by several organizations, including the Mayor's Office of Emergency Preparedness, Boston Emergency Medical Services, the Boston Police Department, the Boston Fire Department, the Boston Public Health Commission, the Massachusetts Emergency Management Agency and the American Red Cross. The program will soon expand to Jamaica Plain and Dorchester.

For more information on emergency preparedness or to become involved in a local program, visit *www.cityofboston.gov/readyboston.* ■

IN MEMORIAM

Eleanor Hackett

MGH VOLUNTEER SERVICES has lost a beloved longstanding member, Eleanor Hackett, who died April 4 following a two-year battle with leukemia. Hackett devoted 40 years to MGH as a volunteer. Wife of the late Thomas P. Hackett, MD, MGH's chief of Psychiatry from 1976 through 1988, she was well known for her compassion and support to patients and their families and her work with the residents, fellows and junior staff of the Department of Psychiatry. She was 72.

Hackett was a committed and active member of the MGH Ladies Visiting Committee, a volunteer auxiliary created in 1869 that today supports several patient programs. To help enhance the experience of patients and families from the moment they enter the hospital, Hackett willingly and regularly volunteered to pilot new initiatives. One important program she championed, the Volunteer/Ambassador Service, involved many departments. She led the volunteer component and guided staff and other volunteers in welcoming and escorting patients arriving at the hospital's main entrance.

"Ellie was a wonderful volunteer who supported waiting families in the hospital's Gray Family Waiting Area," says Pat Rowell, director of MGH Volunteer, Interpreter, Information Ambassador and General Store Services. "She was instrumental in helping to create this volunteer role several years ago. Every Tuesday afternoon, Ellie arrived with her compassionate heart, her attention to detail, her commitment to these families and her gentle manner. Every Tuesday she made an extraordinary difference."

In 1978, Hackett and her husband established a writing seminar to help residents and fellows in Psychiatry translate their ideas into published work. Following her husband's death in 1988, Hackett and Theodore A. Stern, MD – chief of the Psychiatric Consultation Service at MGH, who had participated in the seminar as a young doctor in 1978 – continued to lead the annual program. "The seminar Ellie and Tom devised taught countless residents and fellows. Its graduates have produced literally thousands of publications in academic journals, prompting other hospitals to emulate the program," says Stern.

Hackett is survived by daughters Laura Hackett Bishop of Auburndale and Shelagh Hackett Smilie of West Tisbury; son Thomas Menemsha Hackett of Watertown; six grandchildren, four sisters and a brother. To make a gift in memory of Hackett, send donations to the Leukemia Research Fund, c/o MGH Development Office, 165 Cambridge St., Suite 600, Boston, MA 02114.

MGHers encouraged to use the Yawkey Path

CONSTRUCTION OF THE BUILDING FOR THE THIRD CENTURY continues. To date – through a process known as "up-down construction" – workers have completed the erection of four floors of structural steel above ground and are beginning the excavation phase of three floors below the surface. During this "down construction" period, truck traffic will increase along North Grove and Fruit streets as concrete is delivered to the site and excavated earth is removed. It is estimated that a total of 70,000 cubic yards of earth will be removed and 15,000 cubic yards of concrete will be delivered for the project.

Due to this increase in scheduled truck traffic, it continues to be important for MGH employees, patients and visitors to use the Yawkey Path when walking from the hospital's main entrance to either the Yawkey Center for Outpatient Care or the Francis H. Burr Proton Therapy Center. Those who use the Yawkey Path help establish a pattern for others to follow that ensures the safety of pedestrians, drivers and construction workers. ■

MASSACHUSETTS GENERAL HOSPITAL

HONORING ORGAN AND TISSUE DONORS: From left, Hamann, Allsopp, Grossman, Fishman, Somerville, Prestipino and Luskin

Celebrating the gift of life

MEMBERS OF THE MGH TRANSPLANT CENTER and the New England Organ Bank (NEOB) gathered in the Bulfinch Tents April 28 to celebrate National Donate Life Month, established to recognize the generosity of those who have saved lives through the donation of an organ, tissue, marrow or blood.

"We are here to celebrate organ donors and the families of donors for their courage and spirit," said Jay Fishman, MD, chief of Transplant Infectious Diseases and co-director of the MGH Transplant Center, as he introduced two speakers who shared their personal journeys and the impact organ donation has had on their lives.

Sandie Allsopp spoke about her 17-year-old daughter Brittany, whose heart, lung, kidney, liver and other tissues were donated after her death in a car accident.

"So many people are around because of my little girl, who had decided this was what she wanted to do," said Allsopp. "It's important that people make an informed decision about organ donation and then tell their families."

Alan Grossman, PhD, the recipient of a heart transplant three years ago, thanked the MGH staff for the tremendous care and support he received but reserved highest praise for his organ donor.

"My son still has a father because of organ donation," he said.

The event concluded with the presentation of the U.S. Department of Health and Human Services Health Resources and Services Adminstration Medal of Honor. Richard Luskin, president and chief executive officer of the NEOB, awarded the medal to Fishman; Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development; Jackie Somerville, RN, PhD, associate chief nurse; and Greg Hamann, administrative director of Nephrology and End Stage Renal Disease.

More than 2,800 people in Massachusetts and 101,000 people in the United States are waiting for transplants, far more than the number of organs that are available each year. Last month, to encourage donation, the Transplant Center and NEOB sponsored information tables in the White Lobby. Computers were available to allow visitors to register as organ donors with the Massachusetts Registry of Motor Vehicles' new online tool.

For more information about the MGH Transplant Center, visit *www.massgeneral.org/transplant.* ■

Luncheon raises funds and skin cancer awareness

David Fisher

APPROXIMATELY 100 PEOPLE attended the Friends of the MGH Cancer Center's annual fundraising forum April 22 in the Bulfinch Tents. This year's event featured MGH skin cancer experts David Fisher, MD, PhD, chief of the Department of Dermatology and director of the Center for Melanoma, *left,* and Jennifer Wargo, MD, of the Department of Surgery.

Ginny Durfee, president of the Friends, opened the discussion by thanking attendees for their continued support and reiterating the group's mission. "Many times, people are confused about the mission of the Friends of the MGH Cancer Center," she said. "We do not fund bricks and mortar or salaries; rather, we support programs and services that provide comfort, support and care to patients and their families."

The Friends help fund a wide variety of services at the MGH Cancer Center, including the HOPES program – which offers yoga, massage, acupuncture, music and art therapy, educational seminars and workshops to patients – and the Maxwell V. Blum Cancer Resource Room, which provides a comfortable environment for patients and families seeking cancer-related information.

In his lecture, Fisher also thanked the group for their work. "As physicians, we can only provide some of the care cancer patients need. A huge part of care is the kind of support that you are providing – support that improves patients' quality of life."

Both Fisher and Wargo presented lectures on the prevention and treatment of skin cancer, describing how it develops and its dramatically increasing rate of occurrence. Wargo's talk gave special attention to new immunotherapy techniques that are proving to be highly effective in treating skin cancer. ■

05.08.09

MGH**HOTLINE**

WHAT'S HAPPENING

Mind-body program for mothers

The Benson-Henry Institute for Mind Body Medicine is offering a mind-body program for mothers. The eight-week program, which provides solutions for managing parenting stresses, will be held in the Yawkey Center for Outpatient Care beginning May 13. The $300 registration fee includes the classes, a program manual, relaxation CD and other materials. To register, contact Maureen Gilbert at (617) 643-6067 or *msgilbert@partners.org*.

Clinical Research Day

The Clinical Research program will host the annual MGH Clinical Research Day May 28. The half-day event will include a keynote address, "Discovering Therapies at Harvard Medical School: Past, Present and Future" by Jeffrey S. Flier, MD, dean of Harvard Medical School; presentations by award winners; and a panel discussion entitled "Clinical Research 2009: Obstacles and Opportunities" from 8 to 11 am. The day will end with an expansive poster session, displaying approximately 230 abstracts in the Bulfinch Tents from 11 am to 12:30 pm. For more information, contact Suzanne Guerette at (617) 724-2900.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free lecture for seniors ages 60 years and older, "Making Exercise a Part of Your Life," May 14 from 11 am to noon in the Haber Conference Room. Clifford Seeto, general manager of the Clubs at Charles River Park, will present. For more information, call (617) 724-6756.

Hand hygiene celebration

To celebrate MGH's first-ever full quarter of 90/90 hand hygiene compliance, the STOP Task Force is hosting "MGH Hand Hygiene Day" May 12. An informational table will be set up in the Main Corridor from 10 am to 2 pm, and cake will be served in the Eat Street Cafeteria from 11 am to 1 pm. A collection of MGH hand hygiene posters will be on display in the Main Corridor throughout the week. For more information, contact the STOP Task Force at (617) 726-6330.

ACI National Conference

MGH and Partners staff are invited to attend Active Communications International's 11th National Conference on Adding, Updating and Expanding Comprehensive Cancer Programs and Services June 17 through 19 at the Hilton Boston in the Financial District. The forum will highlight the latest trends, best practices and innovative strategies for cancer center operations in a challenging economy. Speakers include Barbara J. Cashavelly, RN, MSN, AOCN, nurse director of the MGH Cancer Center, and Beth Alterman, administrative director of the MGH Cancer Center. Discounted registration is extended to all Partners affiliates. For a complete conference agenda or to register, contact Gia Bosch at (414) 221-1700 ext. 130 or *gbosch@acius.net*.

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Gervais named director of the Division of Pediatric Radiology

DEBRA GERVAIS, MD, associate director of the Division of Abdominal Imaging and Intervention, has been named director of the Division of Pediatric Radiology for the MGH Department of Radiology. In her new role, Gervais will assume an administrative role working with pediatric radiologists and the leadership of MassGeneral Hospital *for* Children.

Gervais completed both her residency in Radiology and her fellowship in Abdominal Imaging and Interventional Radiology at MGH. Following a brief time in private practice, she was a staff radiologist at Children's Hospital Boston where she specialized in Interventional Radiology.

At MGH, Gervais has been integral in establishing the tumor ablation program, introducing techniques for liver and renal ablation. With a national and international reputation in the field of renal tumor ablation, she has presented numerous scientific abstracts and educational exhibits as well as published a number of papers on percutaneous ablation. Gervais also has an interest in nonvascular interventional radiology in both adults and children.

IN GENERAL

Tracey Lafferty, NP, and **Michelle Knowles, NP,** of the MGH Cancer Center's Tucker Gosnell Center for Gastrointestinal Cancers, have been selected as recipients of the 2009 Yvonne Munn Award for Nursing Research. Recipients are mentored by an MGH doctoral nurse who helps the nurses develop research skills. Their study, "The Impact of Epidermal Growth Factor Inhibitor-Related Rash on Quality of Life for Cancer Patients," will begin next year. The award will be presented May 6 at 1:30 pm in the O'Keeffe Auditorium.

Three MGH surgeons have won awards from the American Society of Transplant Surgeons (ASTS). **William Kitchens, MD,** a third-year resident in the Department of Surgery, has won the Roche Laboratories Scientist Scholarship, which supports full-time basic and translational research in the laboratory of an ASTS member. **Parsia Vagefi, MD,** a fifth-year resident in the Department of Surgery, has been awarded the Novartis Fellowship in Transplantation, which supports training in the clinical aspects of transplant surgery, as well as involvement in related clinical, translational and/or laboratory research. **Reza Saidi, MD,** a fellow in transplant surgery in the Department of Surgery, has won the Vanguard Prize, an award designed to identify the best clinical and basic research manuscripts from young investigators in the previous year. The awards will be presented in Boston at the 2009 American Transplant Congress later this month.

05.15.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating nursing excellence

MGH Nurse Recognition Week recognizes the important work of nurses

PATIENTS' PERSPECTIVE: From left, Ives Erickson talks with PFAC representatives Jim Massman, Angela Adinolfi and David Wooster during Nurse Recognition Week.

AN EMPTY SEAT could not be found in the O'Keeffe Auditorium May 7, as MGH nurses convened to hear the Chief Nurse's Address, presented by Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. The event was one of many held to celebrate the important work of MGH's more than 4,000 nurses during the 2009 MGH Nurse Recognition Week May 3 through May 8.

This year, Ives Erickson's presentation focused on excellence in action. "Being good isn't good enough for nurses at MGH – we always strive to be great," says Ives Erickson. She presented the principles of excellent care as put forth by Quint Studer, author of the book, "Hardwiring Excellence." Through a discussion of various initiatives at MGH and clips of commentary from nurses themselves, she detailed the ways in which

(Continued on page 2)

Bernstein and Hochedlinger among 50 HHMI Early Career Scientists

TWO MGH SCIENTISTS – Bradley Bernstein, MD, PhD, of the Department of Pathology, and Konrad Hochedlinger, PhD, of the Center for Regenerative Medicine – are among the first group of Howard Hughes Medical Institute (HHMI) Early Career Scientists. Among 50 recipients of the six-year HHMI grants designed to fully fund their work, both investigators are also affiliated with the MGH Cancer Center. More than 2,000 of the nation's top young scientists had applied for the program.

Bernstein is investigating how changes in chromatin – the combination of DNA and protein molecules that makes up chromosomes – may be involved in the development of cancer and other diseases. He and his colleagues have developed research tools that enable genome-wide chomatin analysis, including how changes in this molecular scaffolding can control when genes are turned on or off. With the HHMI support, his team will investigate how chromatin helps stem cells decide when to commit to developing into particular types of cells.

Hochedlinger works on safer and more efficient methods of genetically reprogramming cells. In recent years, he and other scientists around the world have developed ways to coax mature adult cells to regress to a state from which they can develop into nearly any kind of cell in the human body. Early methods of creating these induced pluripotent stem cells used retroviruses that could potentially lead to the development of cancer. Hochedlinger's elegant solution was to replace the retrovirus with a harmless adenovirus, which disappears after its job is done. His team will continue examining the mechanisms allowing genetic reprogramming to further improve stem cell models of development and disease.

Hochedlinger, left, and Bernstein

HHMI established the Early Career Scientist program to provide support to promising young investigators at a time when they most need the help. Some of the nation's best early career scientists – including those working in all areas of basic biological and biomedical research and areas of chemistry, physics, computer science and engineering directly related to biology or medicine – were invited to apply.

A COMMUNITY EFFORT: From left, MacIntyre; Brit Nicholson, MD, MGH chief medical officer; Minaker; Miller; Pasinski; Sally Iles, associate vice president for Medicine and Primary Care Services; Jacobson; and Anne Richmond, MPH, director of MGH Community Health Associates.

Revere Community Health Day celebrates collaboration

MEMBERS OF THE MGH REVERE HEALTHCARE CENTER and special guests gathered together April 28 to celebrate the center's ninth annual Community Health Day.

Roger Pasinski, MD, MGH Revere medical director, welcomed attendees and discussed the goals of the day – to thank center staff and collaborators, promote networking and provide the community the opportunity to learn about the latest in health care from MGH experts. Kenneth Minaker, MD, chief of MGH Geriatrics and a nationally renowned expert on aging, provided the keynote address.

The event began with a case presentation by Bernice MacIntyre, MGH Revere Marketing/Operations liaison. As the health coordinator for the center's Senior Wellness Program, she shared a story about a senior who had a variety of health problems and who also struggled with financial issues and social isolation. Referred to the Senior Wellness Program, the patient formulated a personal health plan with center staff, set goals and gradually achieved them.

MacIntyre was pleased to report that the patient is now "younger" than when he started the program. The Senior Wellness Program will soon expand to three other MGH community health centers.

Minaker opened his presentation, "New Advances in Understanding Aging," by complimenting the program as "a mix of inside and outside care." He related MacIntyre's story to one of his own patients, who was able to live independently through a series of safety systems set up by the patient's daughter.

In the main portion of his lecture, Minaker identified a number of popular myths about aging and presented research to dispel each. He also listed 10 ways to live a healthy lifestyle and lessen the effects of aging.

The event closed with the announcement that Kathleen Miller, RN, MA, director of the MGH Community Health Associates Wellness Center at Revere, is this year's recipient of the MGH Revere Community Health Award. The award, presented by Debra Jacobson, administrative director of MGH Revere, honors an individual whose efforts have made positive changes in the Revere community. ■

– Nurses

(Continued from page 1)

nurses are implementing Studer's principles. One highlight was the debut of the "Cal Stat Rap" hand hygiene awareness music video, created by Pauline Albrecht, RN, of the Same Day Surgical Care Unit.

The address closed with a dialogue among Ives Erickson and three representatives of the hospital's Patient and Family Advisory Council (PFAC). They discussed their involvement with PFAC and the role MGH nurses played in their care – clinically, emotionally and in ensuring patient safety.

Each day of Nurse Recognition Week featured educational sessions designed to support MGH nurses in providing high quality patient care. Barbara Mackoff, EdD, psychologist and author of "Nurse Manager Engagement" and "The Inner Work of Leaders," engaged MGH nurses in a quality and safety dialogue May 4, offering different strategies through which nurses could learn from their experiences, including errors and "near misses." On May 5, Gaurdia Banister, RN, PhD, executive director of The Institute for Patient Care, and members of her team showcased the institute in the presentation, "The Critical Link to Transforming Patient Care."

May 6 was Nursing Research Day and featured an interactive poster session displaying 28 research posters. The 17th Annual Yvonne L. Munn Nursing Research Lecture was delivered by Linda Aiken, RN – Claire M. Fagin Leadership Professor in Nursing and director of the Center for Health Outcomes and Policy Research at the University of Pennsylvania School of Nursing – who discussed the "Pursuit of Quality." The 2009 Yvonne L. Munn Nursing Research Awards were presented to two teams, one led by principal investigators Michelle Knowles, RN, and Tracey Lafferty, RN, and the other by Brenda Miller, RN, and Kathryn Beauchamp, RN. Ellen Robinson, RN, PhD, was named the 2009 Postdoctoral Fellowship recipient.

The week closed May 8 with an interactive presentation, "Making the 'Authentic Connection' in Service," by Vanessa McClinchy. The session offered an opportunity to explore strategies for building healing, collaborative and culturally sensitive relationships with patients, families and colleagues.

"Nurse Recognition Week is an opportune time to thank MGH nurses for the exquisite work they do caring for our patients and families," said Ives Erickson, reflecting on the week. "They are positive proof of why 'excellence every day' is our standard of care." ■

the one hundred announced

EXACTLY 100 FLOWERS WERE PLANTED in the Howard Ulfelder, MD, Healing Garden April 28 to recognize the newly announced members of the one hundred – 100 groups and individuals who are making a difference in cancer care. Now in its second year, the one hundred celebration recognizes researchers, donors, volunteers, advocates and philanthropists, including members of the MGH Cancer Center. Honorees are nominated by peers, colleagues, patients and family members, and are selected by a committee.

The April 28 event marked the official release of the names of this year's honorees. Daniel Haber, MD, PhD, director of the MGH Cancer Center, welcomed attendees and introduced the day's special guests. "The very concept of the one hundred exemplifies the fact that it takes a team to find cures and improve the lives of patients with cancer," said Haber.

Kelley Tuthill, a WCVB-TV news anchor and one of this year's one hundred inductees spoke at the event. A breast cancer survivor and former Cancer Center patient, Tuthill had shared her journey from diagnosis to recovery as it was happening through an online diary and video segments. Her story helped raise awareness and brought hope to many others like her.

PLANTING HOPE: With the help of a pediatric patient, Faherty plants a flower to commemorate the one hundred.

"I am proud to be associated with the MGH Cancer Center," she said. She recalled arriving at the Cancer Center to meet with a surgeon, feeling scared and anxious. A staff member warmly greeted her in the waiting room and said she had heard Tuthill had children. The MGHer offered Tuthill reading material on parenting during such a difficult time. "It's those little special touches that make a difference and mark the MGH Cancer Center as the amazing institution that it is," Tuthill said.

Robert Faherty, former Boston Police Department (BPD) superintendent-in-chief and chairman of Cops for Kids with Cancer (CFKWC), also spoke. Founded by retired BPD captain John Dow, CFKWC raises funds for and offers support to families with children affected by cancer. Last year, the organization donated $50,000 to ten families. The group's contributions to patients and their families have earned it a place among this year's one hundred. "We are honored to be here and be part of the one hundred," said Faherty.

Following his remarks, Faherty planted a flower in the Healing Garden with the help of pediatric patient Nicholas DeFilice.

"The one hundred represents those who have inspired and moved us and whose efforts have had a real impact on the lives of patients with cancer," said Haber. "And next year, they will be followed by another one hundred, and so on every year, until cancer is no longer the threat that it is today."

The one hundred will be honored at a reception and dinner June 3. Honoree Elizabeth Edwards – breast cancer survivor, author, attorney and wife of former U.S. Senator John Edwards – will be the featured speaker. For a complete list of this year's one hundred, visit *http://www2.massgeneral.org/theonehundred/*. ■

U.S. health care case managers tour MGH

AT MGH, CASE MANAGERS are registered nurses who work collaboratively with patients, patient care teams and insurers, acting as mediators between patients and providers, serving as a point of access to care and handling reimbursement issues. With a broad knowledge of clinical care and systems management, case managers are important in helping address patients' health needs and ensuring that they receive the highest quality, most cost-effective care possible.

Recently, a group of case managers from across the United States convened in Boston for the 16th National Institute for Case Management conference and 10th American Case Management Association annual meeting. Visitors from across the country and several international case managers stopped at MGH to tour the hospital and meet the hospital's own case managers.

MAKING THE CASE: U.S. and international health case managers visit the Ether Dome.

"It was a wonderful experience for our visitors and the MGH Case Management Department," says Nancy Sullivan, director of MGH Case Management. "We all got a chance to learn more about the rich history of MGH and have an informative exchange of ideas about case management – and all in the historic Ether Dome."

For more information about the MGH Case Management program, contact Sullivan at *nmsullivan@partners.org*. ■

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will offer the following free events for seniors ages 60 years and older: "Fall Prevention," May 21 from 11 am to noon in the Haber Conference Room with speakers Allison Squadrito, PT, DPT, GCS, and Meaghan Costello, PT, DPT, of MGH Physical Therapy Services; and a book club discussion of "Under the Banner of Heaven" by Jon Krakauer May 21 from 3 to 4 pm at the West End Library. For more information, call (617) 724-6756.

Zervas lecture

The 10th Annual Nicholas Zervas, MD, Lecture will be held May 26 at noon in the Ether Dome. Christian J. Strasburger, MD, professor of Medicine and chief of the Division of Endocrinology at the Charité-Universitatsmedizin in Berlin, Germany, will present "Tailor-made GH Assessment for GH Use and Abuse." For more information, contact Ivy Babbitt at (617) 726-9036.

Partners grand rounds

The May 19 Partners medical education grand rounds will feature Michael Johns, MD, chancellor of Emory University, former executive vice president for Health Affairs at Emory University and former dean of Johns Hopkins Medical School. Johns will present two sessions: a lecture, "Training Physicians: 'Hour' Duty as Teachers and Learners," at the MGH O'Keeffe Auditorium from 9 to 10 am; and a panel discussion, "Doctors' Duty: Not Just About Hours," at Brigham and Women's Hospital's Bornstein Auditorium from 3 to 4:15 pm. For more information, contact Debra Weinstein, MD, at (617) 726-3616.

Web-based overview of RPDR

The MGH Clinical Research Program and the MGH Lab of Computer Science are sponsoring "Web-based Overview of Research Patient Data Registry (RPDR)" June 8 from 1 to 2:30 pm in the Simches Research Center, room 3110. The lecture will provide an overview of RPDR functionality and will demonstrate how researchers can use the RPDR to recruit patients from their own practice. Visit *http://hub.partners.org/catalog* to register. For more information, contact Suzanne Guerette at (617) 724-2900.

IN GENERAL

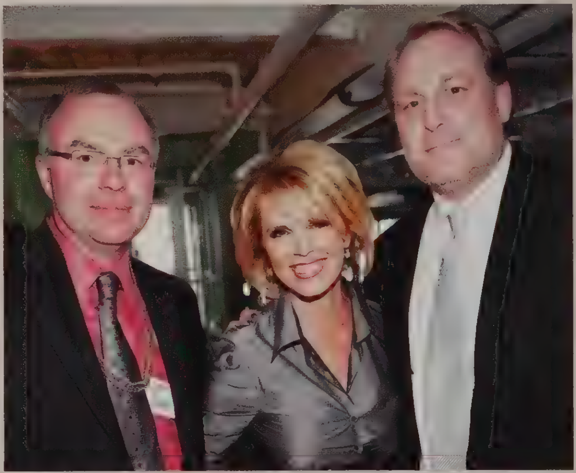
The 2009 Yvonne L. Munn Nursing Research Awards were presented to two teams, one led by principal investigators **Michelle Knowles, NP,** and **Tracey Lafferty, NP,** titled "Impact of Epidermal Growth Factor Inhibitor-Related Rash on Quality of Life for Cancer Patients," under the guidance of mentor **Laurel Radwin, RN, PhD.** The other was led by **Brenda Miller, RN,** and **Kathryn Beauchamp, RN,** for their research proposal, "Storybook versus Traditional Education for Children and their Families." Their study will be conducted with the help of **Anne Armstrong, RN,MSN; Alison Keir, RN; Anne Lamontagne, RN; Bradley Niese, RN; Allison Hart Smith, RN;** and **Mei Wong, RN. Paul Arnstein, RN, PhD,** will act as their research mentor. **Ellen Robinson, RN, PhD,** was named the 2009 Post-Doctoral Fellowship recipient to advance her research, "Exploring the Basis of Surrogate Requests for Life-Sustaining Treatment when the Patient is at End-of-Life."

"Give Children a Chance" gala benefits MGH YouthCare

MORE CHILDREN THAN EVER BEFORE are being diagnosed with an autism spectrum disorder (ASD). Asperger's syndrome, one type of ASD, is characterized by significant impairments in social interaction, problems with communication and/or the presence of unusual, sometimes repetitive, behaviors and interests. It is estimated that more than 400,000 families in the United States are affected by Asperger's syndrome.

MGH YouthCare has been helping children with social cognitive deficits such as Asperger's syndrome since 1975. The highly successful program focuses on helping children and adolescents develop and overcome their challenges by providing them with opportunities to develop social skills and new experiences in a fun, safe, therapeutic group setting. With summer camps, year-round teen career and life skills programs, social skills groups, parent support and workshops, professional training and school- and agency-based consultations – YouthCare supports and encourages the development of social skills that are critical for success at home, school and the community.

More than 400 guests – including event co-chairs Shonda and Curt Schilling, David and Stephanie Long, Tom and Terry Hamilton, and Tim Sweeney – gathered in support of the program April 29 at the "Give Children a Chance" benefit. Held at the Artists for Humanities Epicenter, the evening featured a New Orleans theme with zydeco music and Cajun food.



FOR THE CHILDREN: From left, Scott McLeod, PhD, executive director of MGH YouthCare with Shonda and Curt Schilling, retired Red Sox pitcher

At the fundraiser, the Schillings shared their personal experiences with Asperger's syndrome. Two years ago their 9-year-old son Grant was diagnosed with the condition. He participates in the YouthCare programs and last summer attended its camp. According to Shonda, Grant not only had a wonderful experience and learned new social skills, but the entire family has also benefited by learning how to best support him.

More than $400,000 was raised through the benefit to support capital improvements and financial aid programs allowing families in need to participate in YouthCare programs. For more information, access *http://www2.massgeneral.org/youthcare/.*

MGH 1811 Submit news tips and story ideas to MGH Hotline

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A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

LENDING A HAND: From left, Kathy Myers, RN, of White 6 and the STOP Task Force; Hooper; Slavin; Meyer; Shantelle Meredy, of Bigelow 14 and 13; Saadia Elhouary, of Eat Street Café; and Kathleen Creedon, of Nutrition and Food Services and the STOP Task Force

Sweet success

MGHers celebrate hand hygiene achievement during Hand Hygiene Day

THE MGH STOP (Stop Transmission of Pathogens) Task Force recently hosted "Hand Hygiene Day" May 12 to celebrate the hospital reaching a 91/94 percent hand hygiene compliance rate – the practice of proper hand hygiene both before and after contact with the patient or patient's environment – from January through March. The achievement represents MGH's first-ever full quarter higher than 90/90. While that is the standard set by the Joint Commission, MGH's overall goal is 100/100 hand hygiene compliance.

The daylong celebration featured an informational table in the Main Corridor staffed by STOP Task Force members and commemorative cakes served in the Eat Street Café. Hospital leadership – including Peter L. Slavin, MD, MGH president; David Torchiana, MD, chairman and chief executive officer of the MGPO; Jeff Davis, senior vice president for Human Resources; Gregg Meyer, MD, senior vice president of the MGH/MGPO Center for Quality and Safety; David Hooper, MD, chief of the Infection Control Unit; and Paula Wright, RN, director of the Infection Control Unit – were on hand to congratulate MGHers and help serve the cake, which was free to all. ■

MGH leadership meeting: Joint Commission preparation and budget

THE MAY 20 MGH LEADERSHIP MEETING provided managers and supervisors key information about the hospital's Joint Commission preparations and the fiscal year (FY) 2009 and 2010 budgets.

MGH President Peter L. Slavin, MD, opened the meeting by welcoming attendees and introducing John Belknap, MGH director of Corporate Compliance, who provided an update on the work preparing for the upcoming Joint Commission survey. Belknap explained that the hospital has agreed to a proposal from the Joint Commission to conduct both its laboratory and hospital surveys at the same time, piloting a new integrated approach. This merges many of the same components of both surveys, such as the opening and leadership conferences, into one. Belknap emphasized that the integration of the surveys defines the window of opportunity for the Joint Commission to visit the hospital as anytime before Sept. 18, 2009.

Many of the Joint Commission preparations, including the Excellence Every Day champion programs, are continuing to prime staff members not only for the Joint Commission visit but more importantly for each and every patient. Through computerized quality and safety training, nearly 94 percent of all MGPO quality incentive-eligible physicians have participated in Joint Commission readiness training, while nonclinical staff members learned about important Joint Commission information through an initiative led by Jean Elrick, MD, senior vice president of

(Continued on page 3)

MEETING THE CHALLENGE: Jean Micles St. Cyr and his son Evensly

A home away from home

CARING FOR A CHILD WITH CANCER is difficult. Coupling that with the need to travel for cancer treatment and staying overnight in a new city for an extended amount of time makes for a very challenging situation indeed.

To help families in these circumstances, three-time cancer survivor Dan Olsen founded Christopher's Haven in 2001. The organization hosts families of children being treated for cancer at MassGeneral Hospital *for* Children (MGH*f*C) in comfortable apartments, providing a home away from home where families can gather to share meals and stories. Olsen launched the program with one apartment, and today the organization offers eight temporary residences.

Recently, Christopher's Haven marked a milestone, hosting its 50th family. Three-year-old Evensly St. Cyr and his father Jean Miclos traveled from Cabaret, Haiti, to receive specialized pediatric outpatient cancer treatment at the MGH*f*C pediatric hematology-oncology unit. Mary Huang, MD, and David Ebb, MD, both of the unit, treated Evensly with chemotherapy and surgery before he began proton therapy in April.

Evensly's father, an iron worker in Haiti, brought his son to Boston while the child's mother Marie Ange Allume, a subsistence farmer, stayed in Haiti to care for Evensly's three siblings. The family's harvest was hit hard by recent severe hurricanes, and they have been living on a combined income of less than $1,000 a year. But with the help of Partners in Health, a nonprofit organization that provides health care to the underserved around the world, Evensly not only was able to travel to the United States for care, but he and his father also were able to live in the Christopher's Haven apartment near the hospital – a much appreciated convenience and gift.

According to Olsen, every patient and his or her family are special. "Whether they come from Haiti or a small town in America, we are so glad to make it possible for families to stay in a comfortable and supportive environment. This just takes so much stress off the parents and family."

Today, Evensly is back in Haiti and is recovering well.

For more information about Christopher's Haven, access *www.christophershaven.org/.* ■

Boston Globe honors MGH nurse

"SHE HAS BEEN an invaluable nurse resource," wrote Tom Quirk, husband of brain aneurysm survivor Karen Quirk, of Deidre (Dede) Buckley, NP, in his letter nominating her to the *Boston Globe's* seventh annual "Salute to Nurses" publication. Buckley, who works in the MGH Department of Neurosurgery, was selected as one of four nurses featured in the *Globe.* Readers nominate nurses who have touched them in a special way; four honorees are then selected by a committee of nursing experts.

Buckley, *below,* began working at MGH in 1982 and has been providing dedicated care to patients who suffer from cerebral aneurysms and arteriovenous malformations since 1992. Among her patients was Quirk's wife.

"Dede was a nursing presence during 75 days of postsurgical, inpatient care at MGH and 200 days of rehabilitation after," Quirk said. "All nurses are very special, but in our experience over nine years with so many nurses, Dede Buckley's dedication places her nursing service at a most superior level."

In addition to her work at MGH, Buckley is co-founder of the Brain Aneurysm Foundation, established to provide support and information to aneurysm patients. It began as a handful of local support groups in 1994 and has since expanded nationwide.

In total, 24 individual MGH nurses and one group, the Ellison 12 Neurology Intensive Care Unit nursing staff, were nominated for the honor. Meghan O'Malley, RN, a staff nurse on Bigelow 9, received an honorable mention. Buckley and her fellow honorees were celebrated at the *Globe's* seventh annual honoree breakfast at the Boston Harbor Hotel May 7. ■

MGHers are named Nursing Spectrum award winners

IT WAS A BIG NIGHT for MGH nurses May 12 as Grace Good, APRN, BC, Team 5 leader in General Medicine, and Adele Kelley, RN, BSN, MA, nursing director of the Medical Intensive Care Unit (MICU), were named *Nursing Spectrum* magazine's Excellence Award winners for the New England region. The awards were presented at a gala celebration in Burlington, Mass., where Gaurdia Banister, RN, PhD, executive director of the MGH Institute for Patient Care, gave the keynote address.

Good was recognized in the category of clinical care. An innovative and compassionate caregiver, she is particularly known for her advocacy for those most disenfranchised patients who often cycle in and out of the health care system. Several years ago, Good proposed and now leads a multidisciplinary team known as "Team 5," which offers highly customized care to psychosocially complex patients. She has since shared this successful model with colleagues throughout the country.

Keeley, a highly dedicated, patient- and family-centered nursing leader, was honored in the management category. In recent years, the MICU was one of four sites nationwide that was awarded funding from the Robert Wood Johnson Foundation for the "Merging Palliative Care and Critical Care Cultures Quality Demonstration Project." Keeley served as a principal investigator for the effort, which was designed to improve end-of-life care for MICU patients through a variety of interventions, such as allowing families 24-hour visiting access to loved ones.

Six other MGH nurses were honored as New England finalists in their respective categories – more than any other health care institution in the Northeast. For a list of the finalists, access *http://include.nurse.com/article/20090504/NE02/305040045.* ■

Quality and safety forum features a "just culture"

"NO HUMAN ENDEAVOR can be risk free, and health care is no exception," according to K. Scott Griffith. As chief operating officer of Outcome Engineering, a risk management firm that helps organizations improve operational safety and control the inherent hazards of human and system errors, Griffith presented "An Introduction to Just Culture," to an attentive audience May 14 during the MGH/MGPO Quality and Safety Forum in the O'Keeffe Auditorium.

To describe the four pillars of a "just culture" – fostering a learning culture; creating an open and fair environment; designing safe systems; and managing behavioral choices – Griffith shared several engaging stories to illustrate his points. In one example, he showed the audience a photo of a car that had a gas-pump handle and detached hose hanging from the car's gas tank. Griffith explained that this situation – the driver leaving the gas station without replacing the nozzle to the gas pump – happens to perhaps one in 100 individuals over the course of a lifetime, but calamity is avoided because engineers have accounted for this human error and built in automatic releases to allow the hose to break away from the pump and closures to prevent the spilling of gasoline. His point was to show that humans are fallible, yet a just culture supports an environment where individuals can learn from others' mistakes and proactively implements helpful systems anticipating future similar errors.

A CULTURE OF SAFETY: Meyer, Griffith, Demehin and Elizabeth Mort, MD, vice president of Quality and Safety and chief medical officer

Through other examples, Griffith explained that a just culture is one that incorporates shared accountability for the systems used and for the support of the choices made by staff in their work. While underscoring that humans are fallible just as systems are, he stressed that organizations would benefit by reaching a balance between a blame-free and a punitive culture. This open and fair environment encourages an erring employee to report the event so that others may not be denied the learning opportunity. The accountability is then shared across all levels of the organization.

Griffith closed by saying that the management of behavioral choices, combined with good system design, allows an organization to achieve the safety outcomes for which it strives. A strong safety culture supports critical decision-making skills and asks every employee to continuously evaluate the risks in every choice.

"In recent years, the MGH has undertaken many efforts to create and sustain a 'just culture,'" says Gregg Meyer, MD, senior vice president for Quality and Safety. "Scott's talk was very fitting for the hospital, as we work to foster a culture that supports the reporting of safety concerns. All staff and employees can actively play a role in creating such an environment."

The MGH/MGPO Center for Quality and Safety presents the Quality and Safety Forum to MGH managers, leaders and others interested in quality and safety throughout the year. For more information, contact Akin Demehin, MGH/MGPO Quality and Safety administrative director, at *ademehin@partners.org*.

– Leadership

(Continued from page 1)

MGH Administration.

In closing, Belknap touched on the work around Universal Protocol instruction, hand hygiene improvement and the launch of the electronic medication administration process. He emphasized the need to improve in areas associated with documentation – specifically around the initial nursing data set and informed consent signature – and in other areas such as use of restraints, advanced directives and falls. In the environment of care, preventing clutter in elevator vestibules and corridors also needs improvement.

Providing an overview of the MGH budget, Sally Mason Boemer, senior vice president of Finance, explained that with a year-to-date operating margin of $72.5 million, the hospital currently is performing $22 million better than budget. The key drivers to this positive outcome include stronger than expected results in outpatient activity, research revenue and expense management, particularly in salaries and benefits and utilities. Inpatient discharges, though, were not as strong as anticipated.

According to Mason Boemer, the hospital can expect to see a continued positive operating margin in excess of budget targets through the end of the fiscal year due to similar revenue and expense management drivers. These favorable trends are important to mitigate future anticipated and potential threats, such as an increase in operating expense related to funding the MGH pension plan, patient volume variances and the continued disparity between payor rate increases and inflation.

The hospital's cash position, however, has declined as investments continue to take a downturn. This is important to monitor, according to Mason Boemer, as capital projects, such as construction of the Building for the Third Century, are driven by the cash position.

Describing the current status of the FY 2010 budget, Mason Boemer said total requests for new staff, programs and other expenses currently exceed targets by $109 million. The budget-to-budget growth for more discretionary line items must be held to $40 million, which is approximately 30 percent of current requests. Therefore, senior management will have to make important decisions prioritizing expenses, and the majority of departments will need to hold to their FY 2009 budget for positions and non-salary expenses. Mason Boemer encouraged the continued proactive planning around the budget.

WHAT'S HAPPENING

Racial and ethnic disparities seminar

The MGH Disparities Solutions Center will host its "Racial and Ethnic Disparities: Keeping Current" seminar June 3 from noon to 1 pm in the Trustees Room. Lenny Lopez, MD, MPH, MDiv – a BWH physician, instructor in medicine at Harvard Medical School and Aetna/Disparities Solutions Center HealthCare Disparities fellow – will discuss racial and gender differences in emergency room triage and test ordering among patients presenting with chest pain. A light lunch will be served. For more information or to register, e-mail *disparitiessolutions@partners.org*.

Clinical research industry, monitors and PDA seminar

The MGH Clinical Research Program, the MGH Department of Radiology and the Partners Human Research Quality Improvement Program are sponsoring "Navigating the World of Industrial Clinical Trials: An Introduction to Working with Industry, with Monitors and with the FDA" June 9, 23, 30 and July 7 from 3 to 4:30 pm in the Simches Research Center, room 3.120. Session one will provide an overview of how industrial clinical research works; sessions two and three will focus on the mechanics and operations of industry monitoring; and session four will focus on strategies for dealing with FDA audits. To register, visit *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at (617) 726-5010.

Subject recruitment strategies seminar

The MGH Clinical Research Program, MGH Laboratory of Computer Sciences, MGH Marketing Communications Department and the Partners Human Research Committee are sponsoring a luncheon seminar, "Subject Recruitment Strategies: Print and Internet Media Resources and Tools," June 10 from noon to 1:30 pm in the Simches Research Center, room 3.110. The seminar will offer information on the tools available for recruiting subjects into clinical research studies. To register, visit *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at (617) 726-5010.

Clinical Research Day

The Clinical Research Program will host the annual MGH Clinical Research Day May 28. The half-day event will include a keynote address, "Discovering Therapies at Harvard Medical School: Past, Present and Future" by Jeffrey S. Flier, MD, dean of Harvard Medical School; presentations by award winners; and a panel discussion entitled "Clinical Research 2009: Obstacles and Opportunities" from 8 to 11 am. The day will end with an expansive poster session, displaying approximately 230 abstracts in the Bulfinch tents from 11 am to 12:30 pm. For more information, contact Suzanne Guerette at (617) 724-2900.

Submit news tips and story ideas to MGH Hotline

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IN GENERAL

Scott R. Plotkin, MD, PhD, of the Stephen E. and Catherine Pappas Center for Neuro-Oncology, is the 2009 recipient of the Preuss Award in Clinical Neuro-Oncology. This award recognizes young clinical investigators who have demonstrated exceptional commitment and potential in clinical neuro-oncology research. Plotkin's work focuses on the development of experimental therapeutics for tumors of the nervous system, in particular neurofibromatosis trials. The award was presented April 29 at the American Academy of Neurology conference in Seattle.

Donna Furlong, RN, staff nurse on the Blake 8 Cardiac Surgical Intensive Care Unit, has been chosen from among 300,000 members of the Cambridge Who's Who, a professional networking and publishing company, as Nurse of the Year. Each year, 20 individuals are selected from within each of the 101 industries the company covers. Honorees have demonstrated dedication to their profession, longevity, ambition for pursuing their education and have contributed greatly to their community. Furlong will be featured in the Cambridge Who's Who annual international publication and on its home page.

Jesse M. Ehrenfeld, MD, of MGH Anesthesia and Critical Care, has been elected vice speaker of the House of Delegates of the Massachusetts Medical Society (MMS). The MMS is a professional association representing approximately 22,000 physicians and medical students throughout the state. Ehrenfeld was elected May 7 at the organization's annual meeting at the Seaport Hotel in Boston. He is active in a wide range of medical organizations and is a founding member of Doctors and Lawyers for Healthcare Reform.

Healthy competition

THE RESULTS ARE IN – the Department of Pathology's "Pathology Partners," have taken first place in the second annual Be Fit Blood Donor Challenge. The contest was held throughout April among Be Fit Teams and their departments.

With a total of 68 donors, the winning team garnered 142 points. The Department of Pathology will celebrate its victory with a catered Be Fit meal. "We're very excited about our win," says Nancy Stark, director of staff development and one of the team captains. "We had outstanding participation, a true team effort with a great mix of veteran and first-time donors."

> "WE HAD OUTSTANDING PARTICIPATION, A TRUE TEAM EFFORT WITH A GREAT MIX OF VETERAN AND FIRST TIME DONORS."

The healthy competition set out to determine which department best exemplifies the new healthy lifestyle of their Be Fit Team by sharing their good health with those in need of blood. Each whole blood donation was worth one point, while platelet donations were worth two.

The Center for the Integration of Medicine and Innovative Technology's "CIMIT Hard Drivers," took second place with 42 points.

"Overall, the competition yielded 239 points – but the real winners, of course, are the patients," says Kim Cronin, manager of Donor Services.

05.29.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A JOB WELL DONE: ABC News team members, attired in hospital scrubs, celebrate the conclusion of filming at the hospital.

IT'S A WRAP

ABC News documentary team concludes filming at MGH

AFTER FOUR MONTHS and more than 2,000 hours of footage, the 18-member ABC News team that has been capturing stories featuring MGH caregivers, patients and their loved ones for a hospital-based documentary series will be wrapping up their filming at the hospital May 31. The crew – which includes ABC Executive Producer Terry Wrong, several camerapersons, office staff, interns and producers – will be packing up and leaving their field headquarters based on Warren 8. Several ABC staff members may return periodically to wrap up a few stories, and ABC's behind-the-scenes work editing and producing the documentary has only just begun.

Set to air in the summer of 2010, the program will be much like the 2008 ABC series that featured Johns Hopkins Hospital. Shadowing selected physicians, nurses and residents, the ABC team captured many engaging, emotional and exclusive stories both inside and outside the hospital using

(Continued on page 4)

MGH Cancer Center receives $15 million grant from SU2C

THE MGH CANCER CENTER has been awarded a $15 million research grant from the proceeds raised by the landmark Sept. 5, 2008 Stand Up to Cancer (SU2C) telethon. SU2C, a charitable program of the Entertainment Industry Foundation (EIF), was established by media and entertainment industry leaders to raise awareness and accelerate developments made in cancer research. The telecast aired simultaneously on ABC, CBS and NBC and raised more than $100 million.

MGH's grant will help accelerate research being done on the CTC-chip, a microchip-based device for detecting and analyzing circulating tumor cells (CTCs) carried in the bloodstream. Developed and first tested at MGH by Mehmet Toner, PhD, director of the BioMEMS Resource Center, and Daniel Haber, MD, PhD, director of the Cancer Center, the CTC-chip can capture extraordinarily rare cancer cells – one tumor cell in a billion blood cells – from a small blood sample using advanced microfluidic technology. This technology has the potential to revolutionize the way oncologists detect, monitor and treat cancers in the future.

In the spirit of SU2C's mission, Haber will lead a "Dream Team" of collaborators comprising oncologists, engineers, geneticists and researchers from several renowned facilities. Along with Toner, the inventor of the CTC-chip, Haber's MGH team will be joined by scientific and clinical leaders: Sangeeta Bhatia, MD, PhD, of MIT; Mark Kris, MD, of Memorial Sloan Kettering Cancer Center; Bruce Johnson, MD, of the Dana-Farber Cancer Institute; and Roy Herbst, MD, PhD, of M.D. Anderson Cancer Center.

(Continued on page 3)

A DREAM REALIZED: Makos received her nursing degree May 8.

Life-long learning

ELAINE MAKOS, RN, a staff nurse on the White 8 General Medical Unit, graduated with her bachelor's degree in Nursing from Emmanuel College May 8. At age 65, Makos is a true example of a life-long learner.

"We are very proud of Elaine," says Colleen Gonzalez, RN, a nursing director on White 8. "The semesters go quickly, and we all chip in to facilitate the success of our colleagues every step of the way. Staff who are in school are given flexibility in their schedules and guaranteed days off to meet class and clinical commitments."

Makos began working as a licensed practice nurse in 1964 at Salem Hospital. She later earned an associate degree in Nursing from North Shore Community College and in the late 1960s began working toward her bachelor's degree. Monthly mortgage payments and supporting a son through college, however, quickly took priority over her educational pursuits.

Through the years, she worked in a variety of health care settings – as a head nurse in acute care at Lynn Union Hospital and as the nursing supervisor at a group home for people with developmental disabilities. In 2004, she enrolled in a 12-week Transitioning to Practice Course at Northeastern University. That summer, she trained at MGH with Maureen Thomassen, RN, a staff nurse on White 11; in the fall, Makos herself was hired as a staff nurse at MGH.

Makos once again began working toward her bachelor's degree in 2005 while at the hospital. Thomassen has continued to serve as her resource and mentor. At Makos' graduation ceremony, she and her husband were in attendance.

Makos plans to continue her work at MGH. "I love patient care and being at the bedside," she says, reflecting on her experiences. "I've done everything I'd hope to do throughout my career, but the bedside is where I belong. It's where I am right now and where I'll be." ■

Service Learning Series

"TO PERMIT IS TO PROMOTE," said Jay Kaplan, MD, FACEP, at the May 7 lecture, "Practicing Excellence – Engagement, Alignment and Leadership." Kaplan was referring to how – if MGHers accept behaviors and practices that don't help or improve the experience for patients, visitors and colleagues – they are promoting them as acceptable. The lecture was part of the Service Learning Series, sponsored by the MGH/MGPO Service Improvement Department. Kaplan also held a presentation and discussion with hospital chiefs and two sessions with members of the medical staff.

Kaplan, *below right,* is director of Service and Operational Excellence for California Emergency Physicians and medical director of the Studer Group, an outcomes-based health care consulting firm. A nationally renowned speaker and facilitator on achieving operational excellence, Kaplan is known for his ability to help health care centers and their departments achieve outstanding patient satisfaction ratings.

The interactive presentation focused on the critical connections between employee, physician and patient satisfaction. Kaplan provided several strategies to help achieve a productive and rewarding workplace – including "fixing the systems," by ensuring that employees have the ways and means to carry out their work successfully and "creating the team," by thinking collaboratively and treating colleagues with respect and courtesy.

He also suggested that MGHers go even further and exceed their own expectations. According to Kaplan, it is important to "create memorable experiences for our patients – to astonish them and differentiate ourselves." To achieve this goal, he suggested creating a warm, welcoming environment for patient care and offered a variety of tools to ensure effective communication, such as using special key phrases and making follow-up phone calls.

Many of those who participated in the Service Learning Series responded positively to one strategy that Kaplan emphasized throughout his discussion – AIDET. AIDET serves as a prompt to help caregivers communicate with patients. It stands for: A – Acknowledge the patient, colleague or visitor; I – Introduce yourself; D – Duration of the patient's stay, procedure or visit can be explained; E – Explain what is going on or why it's happening; and T – Thank the person for their time and say goodbye.

For more information, contact Richard Corder, senior director of Service, at *rcorder@partners.org.* ■

MGPO physicians honored

THE RECIPIENTS OF THE Brian A. McGovern, MD, Award for Clinical Excellence were announced May 16 at the MGPO Annual Physician Recognition Dinner. This year's award winners and the categories in which they were selected are: Dennis Burke, MD, of the Department of Orthopædics, representing Surgical Services; David Ebb, MD, of the Pediatric Hematology-Oncology Unit, representing Other Services; and Karen O'Brien, MD, of MGH Women's Health Associates, representing Medical Services.

Burke, Ebb and O'Brien were selected from among 117 MGPO physicians who were nominated for their dedication, patient-centered care and clinical excellence – qualities that MGH cardiologist Brian McGovern, MD, embodied. After McGovern's tragic death in 2003, the MGPO created the award – which is given every 18 months to three physicians – in his memory.

Presenting this year's award to recipients was David Torchiana, MD, MGPO

LAUNCHING A LECTURE SERIES: From left, Lawton, Thomas, Tarbell, Slavin and Jay Loeffler, MD, chief of Radiation Oncology

Inaugural Tarbell lecture held

IN CELEBRATION OF FACULTY DEVELOPMENT MONTH, the MGH Center for Faculty Development presented the first annual Nancy J. Tarbell, MD, Faculty Development Lectureship Series May 6 in the Thier Conference Room. The series was established to honor Tarbell's dedication and leadership in advancing the careers of MGH faculty members. The founding director of both the MGH Center for Faculty Development and the MGH Office for Women's Careers, Tarbell recently stepped down from her administrative role at the hospital to become the dean of Clinical and Academic Affairs at Harvard Medical School. She remains at MGH as a pediatric radiation oncologist.

"The goal of the series is to bring someone in to enlighten the faculty and promote personal and professional growth," says Donna Lawton, senior program manager for the MGH Center for Faculty Development.

The inaugural lecture, "Beyond Mentoring: Building a Developmental Network," featured David A. Thomas, PhD, H. Naylor Fitzhugh Professor of Business Administration and head of the Organizational Behavior Unit at Harvard Business School. Thomas is a widely respected leader in the area of strategic human resource management. He has authored two books as well as a number of case studies and articles on the subject, and has received several awards for his research.

Peter L. Slavin, MD, MGH president, offered opening remarks. "This lectureship is a wonderful way to pay tribute to Nancy's great leadership – and we have a wonderful speaker to inaugurate the series."

Thomas' presentation focused on the importance of developing mutually beneficial professional relationships. Using personal anecdotes and examples, he described strategies to build, align and maintain an effective network. ■

– Cancer grant

(Continued from page 1)

"The MGH Cancer Center is honored to have this dedicated and diverse group of cancer researchers sharing and working with our CTC-chip technology," says Haber. "While much work remains to be done, this approach raises the possibility of noninvasively monitoring tumor susceptibility and resistance to treatment in 'real time,' and as the technology improves, it even offers the potential for early detection in people at an increased risk of cancer. Our ultimate hope and goal is that the CTC-chip will become an important tool for clinical management of patients with cancer, for the design and testing of novel therapeutics, and for studying the critical cells that are responsible for a cancer's metastasis through the bloodstream."

Kathleen Lobb, EIF vice president and the telecast director and producer, agrees that the Haber Dream Team is well positioned to fulfill the organization's mission. "Our ultimate goal is to bring together the best and brightest in the cancer community and encourage continued collaboration." In addition to the MGH team, awards were given to teams led by investigators at Johns Hopkins Hospital, Beth Israel Deaconess Medical Center, Lawrence Berkeley National Laboratory and the University of Pennsylvania.

Funds raised by the telethon were administered by a scientific advisory board assembled by the American Association for Cancer Research and chaired by Nobel Prize winner Phil Sharp, PhD, of MIT. The board reviewed more than 250 applications before selecting five awards. For more information on SU2C, visit *www.standup2cancer.org.* ■

chairman and CEO. "Tonight is about clinical excellence and the underappreciated heroes of clinical medicine, like Dr. McGovern, who work to take great care of patients but don't always get the recognition they deserve," said Torchiana. "For all of the advances in medicine, the technology and the procedures, it is the way we treat our patients, and each other, that sets great physicians apart."

Past McGovern recipient Nesli Basgoz, MD, of the Infectious Disease Unit, presented the status on a collaborative project that she and other McGovern awardees have been working on – the MGH commitment to the continuity of patient care excellence. Speaking on behalf of all the McGovern award recipients, she highlighted the challenges of perfecting the continuity of patient care in a complex world. She encouraged attendees by saying, "The wisdom, imagination, commitment and resources present here tonight, if brought to bear on this problem, could find solutions."

Through the generosity of the Ira and Jacquie Stepanian Recognition Endowment of Excellence, all of this year's winners receive a stipend. For more information about the event and awards, access *http://mgpo.partners.org.*

CLINICAL EXCELLENCE: From left, the 2009 Brian A. McGovern, MD, Award for Clinical Excellence recipients O'Brien, Burke and Ebb

WHAT'S HAPPENING

Support Service Employee Grants

The MGH Office of Training and Workforce Development is sponsoring Support Service Employee Grants for eligible nonexempt employees in clinical, technical, service and clerical positions who are interested in pursuing their academic goals. Applications are due June 12. For more information or to download an application, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or call John Coco at (617) 724-3368.

ACI National Conference

MGH and Partners staff are invited to attend Active Communications International's 11th National Conference on Adding, Updating and Expanding Comprehensive Cancer Programs and Services June 17 through 19 at the Hilton Boston in the Financial District. The forum will highlight the latest trends, best practices and innovative strategies for cancer center operations in a challenging economy. Speakers include Barbara J. Cashavelly, RN, MSN, AOCN, nurse director of the MGH Cancer Center, and Beth Alterman, administrative director of the MGH Cancer Center. Discounted registration is extended to all Partners affiliates. For a complete conference agenda or to register, contact Gia Bosch at (414) 221-1700 ext. 130 or *gbosch@acius.net*.

Excellence in Mentoring Awards Ceremony

The Harvard Medical School (HMS) Office for Diversity and Community Partnerships will hold the 2008-2009 HMS/Harvard School of Dental Medicine Excellence in Mentoring Award Ceremony June 11 from 4 to 5:30 pm in the HMS Carl Walter Amphitheater at the Tosteson Medical Education Center, 260 Longwood Ave. To register, contact Rebecca Poe at *rebecca_poe@hms.harvard.edu* or (617) 432-3020.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free hypertension screening for seniors ages 60 years and older June 1 from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call (617) 724-6756.

IN GENERAL

Michael Birrer, MD, PhD, director of MGH Gynecologic Medical Oncology, has been elected co-chair of the Gynecologic Cancer Steering Committee (GCSC). The GCSC determines all phase III trials for gynecologic cancers in the United States. Birrer previously served as chief of the Molecular Mechanisms Section, Cell and Cancer Biology Branch at the National Cancer Institute's (NCI) Center for Cancer Research and as the official representative from the NCI Center for Cancer Research to the GCSC.

– *ABC News*

(Continued from page 1)

small handheld cameras for discreet "fly-on-the-wall" filming.

"Our months at Mass General have been among the most rewarding of our careers," says Wrong. "We have seen stories of great poignancy unfold and followed caregivers who were both dedicated and selfless to a degree one rarely finds in other professions and settings."

Wrong was particularly struck by a story involving a male patient who – although he had suffered what could be considered only a minor domestic accident – was on the verge of death due to severe internal bleeding. By the time the patient arrived at MGH's Emergency Department, he had only a small chance of survival.

"But in the hands of MGH's miraculous trauma team, after 50 units of blood, several surgeries and a month of convalescence, this patient can now plan on resuming his life and will walk out of the hospital on his own steam a few days from now," Wrong says. "I think I speak on behalf of my team in saying that it has been a great privilege and honor to observe so many fine caregivers performing at the peak of their profession here at MGH." ■

Going to "BAT for Kids"

WHAT BEGAN as a young man's first venture into philanthropy has blossomed into the establishment of a meaningful charity to benefit the pediatric patients at MassGeneral Hospital *for* Children (MGH*f*C).

Seventeen-year-old Jordan Segall, a junior at Weston High School, began to raise money in support of the Crohn's and Colitis Foundation of America after his brother Brett was diagnosed with Crohn's disease. He was successful in those initial efforts, and soon he expanded his fundraising objectives to help the young patients hospitalized at MGH*f*C.

HOME RUN: Seven-year-old MGH*f*C patient Taeylor Plante, greets Segall as he drops off his donation.

"I found a lot of enjoyment setting fundraising goals and seeing my efforts help people," he says. "My first fundraising project was very rewarding, and I wanted to start a new charity to focus on just kids."

Working with the MGH*f*C Child Life Services Department, Segall established Books and Toys (BAT) for Kids. To date, the organization has raised more than $7,000 and provided hundreds of much needed books and toys to the pediatric departments. On April 30, Segall stopped by MGH*f*C to drop off a load of items, including books, board games, arts and crafts, DVDs, video systems, games and food items.

"Our goal is to give the children something fun to do while they are experiencing long stays in the hospital," he says.

Child Life Specialist Ashley Reardon helped coordinate the toy and book delivery. "Our department was so touched by Jordan's generosity and his goal to start up his own children's charity," she says. "He is truly an inspiration to all and certainly a role model to his peers."

For more information about BAT for Kids, access *www.batforkids.org*.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

DEPARTMENTAL STANDOUTS: From left, Paul Busse, MD, PhD, clinical director of Radiation Oncology; Martinez; Jay Loeffler, MD, chief of Radiation Oncology; Worthington; Guidara; and Farrell. Tavares, inset photo

Employees of the year

THOUGH IN DIFFERENT DEPARTMENTS, the winners of the MGH Cancer Center and the Radiation Oncology Department employee of the year awards have one thing in common: an outstanding ability to treat all patients with respect and kindness. On May 28, José Tavares, senior clinical research coordinator in the Protocol Office, was announced the winner of the Cancer Center's Employee of the Year Award. On the same day, the Radiation Oncology's front desk staff of the Cox Building lower level – Janice Guidara, Karen Martinez, Nancy Worthington and Mari Farrell – were selected recipients of the department's Employee of the Year Award as a group.

The letter nominating Tavares noted, "He frequently goes out of his way to make patients feel at home." Runners-up for the Cancer Center award were Barbara Cashavelly, RN, nurse director; Shellyann Herry, patient services coordinator; Nancy Schaeffer, nurse practitioner; and Lisa Vassallo, RN, MSN, patient services coordinator.

Patient care was also the theme of the Radiation Oncology front desk staff's nomination letter: "They are committed to each and every patient. They greet each one with the same enthusiasm and warm welcoming smile."

Runners-up for the Radiation Oncology award were Ann Snow, RN, staff nurse; Georgene Fontana, RTT, radiation therapist; Judy Adams, CMD, proton dosimetrist supervisor; and Norman Doe, linear accelerator engineer. ■

Walking for breast cancer research

FOR TWO DAYS AND 39 MILES, Boston-area breast cancer survivors and supporters gathered for the 2009 Avon Walk for Breast Cancer May 16 and 17. More than 2,500 people participated in the event, and with a 58-person medical crew, MGH served as the walk's medical sponsor for the sixth year in a row. The event raised more than $5.6 million to advance access to breast cancer care and support research. Six local organizations received grants from the money raised, including the MGH Cancer Center, which received $750,000 to benefit Avon-funded research studies and access to care programs at the MGH Avon Foundation Comprehensive Breast Evaluation Center and at the MGH community health centers. Kristen Barnicle, of Partners Community Benefit Programs, accepted the award on behalf of the hospital. The Avon Foundation is the MGH Cancer Center's largest donor to date.

WALKING FOR A CURE: The MGH medical crew for the Avon Walk for Breast Cancer

06.05.09

AAN fellows announced

CONSTANCE M. DAHLIN, MSN, ANP, BC, clinical director of the MGH Palliative Care Service, and Diane Feeney Mahoney, PhD, APRN, BC, FGSA, Jacques Mohr Professor in Geriatric Nursing and director of Gerontechnology Research and Development at the MGH Institute of Health Professions School of Nursing, are two of 98 nurses nationwide who will be inducted as fellows in the American Academy of Nursing (AAN). The ceremony will take place during the academy's 36th Annual Meeting and Conference Nov. 7 in Atlanta.

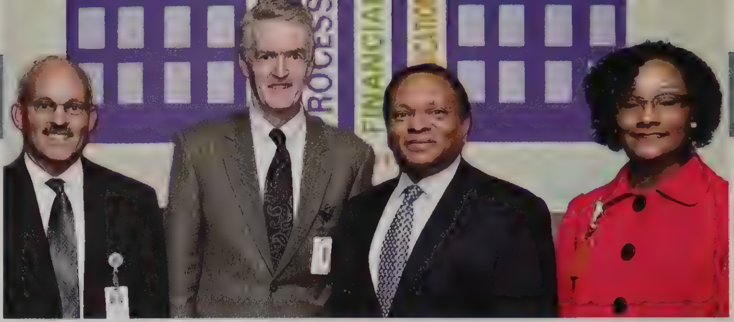
Dahlin

Mahoney

Dahlin, who has worked at MGH since 1996, has provided care to patients with life-threatening illnesses in a multitude of settings. She has shared her palliative care expertise with others through numerous lectures and publications, including as co-author of "Advanced Practice Nurses' Role in Palliative Care: A Position Statement from American Nursing Leaders." She is co-founder of the Boston Palliative Care Consortium and a former president of the national Hospice and Palliative Care Association.

Mahoney is considered a pioneer and international leader in the field of gerontechnology, which uses innovative technologies to promote safer and healthier aging. She was the only nurse principal investigator for the National Institute on Aging and National Institute of Nursing Research's "Resources for Enhancing Alzheimer's Caregiver Health" project, the largest multisite interventional study of Alzheimer's family caregivers. Mahoney also has led numerous interdisciplinary task forces, such as the Alzheimer's Association's Working Group on Technology.

The AAN comprises many of the nation's top nursing executives, policymakers, scholars, researchers and practitioners. Nominees are selected for having made significant contributions to nursing and health care; each nominee must be sponsored by two current academy fellows. ■



SENDING THE RIGHT MESSAGE: From left, Michael Nazarro, manager of employee education programs; Jeff Davis, senior vice president of Human Resources; Young; and Prince-Erickson

It's all in how you say it

THAT WAS THE MESSAGE of the presentation, "MicroInequities: The Power of Small," delivered by Steven Young, author and recognized expert on organizational leadership. Young spoke May 19 as part of the Leadership Academy's 2009 Spring Lecture Series.

Words, though important, aren't the only way we give and receive messages, he said. When we place emphasis on a particular word, we can completely change how a sentence or phrase is received by others.

"It is really in the subtle that we come to understand what is being said," he explained.

Paying attention to how one delivers messages and the different ways individuals react is important for managers. The way a manager looks at, speaks to or interacts with staff can greatly affect the working environment and an employee's performance.

For instance, if a manager and employee don't see eye-to-eye and that manager often dismisses the employee's ideas in meetings, Young said, it won't take long for that employee to stop expressing his or her opinions and ideas.

"If enough people in authority tell you something, you begin to believe it," he said.

"'The MicroInequities talk shows the connection between self-awareness and effective communication," says Carlyene Prince-Erickson, director of employee education and leadership development. "Young's approach brings to light how a manager's perception of any given situation shapes the information communicated to employees, how that information is communicated and, ultimately, how that message influences employee performance." ■

NOTES: Bringing a surgical revolution to MGH

IN AN MGH MILESTONE, surgeon David Rattner, MD, chief of the Division of Gastrointestinal and General Surgery, and his team performed New England's first natural orifice surgery, leaving no visible scar and resulting in minimal postoperative pain. The procedure, which is called NOTES – natural orifice translumenal endoscopic surgery – involves passing a flexible endoscope as well as surgical instruments through a natural orifice, such as the mouth, anus or vagina, to the destination surgical site. In the MGH procedure, performed May 20, a patient's gallbladder was removed via her vagina. The surgery went smoothly, and the patient – a mother of four – was able to resume her busy daily activities within four days.

"NOTES has the potential to revolutionize the way some operations are conducted," says Rattner. "In minimally invasive laparoscopic surgery, the instruments are passed into the body via tiny incisions. These incisions through the abdominal or chest wall still cause pain and can delay recovery. By using a natural orifice as the entry point for surgical tools and the route for removing organs, pain is avoided, potentially resulting in a faster recovery."

At this stage, the NOTES procedure is still experimental. Ongoing studies will focus on refining instruments for the procedures and safe and effective methods of closing the internal access site.

"Based on our first case, as well as others I have been involved with at collaborating sites around the world, I am encouraged that one day we will be able to help patients get back to their normal lives more quickly and with less postoperative pain," says Rattner.

Members of the MGH NOTES team include William Brugge, MD; Marie Egan, RN; Denise Gee, MD; Maureen Hemingway, RN; Samantha Pulliam, MD; Shauna Ring, CRNA; and Torrin Shear, MD. The NOTES team is supported by the Center for Integration of Medical and Innovative Technology (CIMIT), which selected NOTES as its inaugural Strategic Project Grant recipient several months ago, providing $1.5 million over three years to further develop the technique.

Mass General/North Shore Center for Outpatient Care opens

MARKING THE CULMINATION of a longstanding clinical collaboration that combines the academic medicine of MGH and community-based care of North Shore Medical Center (NSMC), approximately 200 guests – including administrators, caregivers and employees from both organizations – gathered May 29 at the newly constructed Mass General/North Shore Center for Outpatient Care in Danvers for an employee celebration. The June 1 opening of the ambulatory facility followed several years of collaborative research, planning and preparation with hundreds of MGH and NSMC staff members working together to coordinate the center's construction and operations.

Featuring 122,000 square feet of multispecialty ambulatory space, the Mass General/North Shore Center for Outpatient Care offers a full array of outpatient services for the residents of the North Shore and beyond, including a comprehensive cancer center, breast health center, adult and pediatric day surgery, cardiology care and imaging. Specialty programs at the site include orthopædics, pediatrics, urology, gastroenterology, obstetrics and gynecology, surgery and otolaryngology. Along with a primary care practice, these programs will be opened in the center's adjacent Endicott Medical Office building beginning this summer.

At the employee celebration, David Torchiana, MD, MGPO chairman and CEO, and Robert Norton, NSMC president, offered welcoming remarks thanking all of the staff whose hard work helped make the new center a reality. Guests also enjoyed an entertaining talk from Loretta LaRoche, humor consultant, stress management professional and member of the MGH advisory council for Anxiety and Depression. LaRoche used humor and insight to inspire the employees to create exceptional patient-centered care teams. Following the talks, a barbeque luncheon was served in the facility's main lobby.

Many individuals from both organizations and Partners HealthCare contributed to the planning and creation of the center. Among those who led the project were Anne Dubitzky, MGPO vice president of Managed Care Contracting and Marketing; Sally Mason Boemer, MGH senior vice president for Finance; Pam Lawrence, NSMC senior vice president for Strategy, Marketing and Community Relations; Roxanne Ruppel, NSMC vice president of Strategy and Planning; Terry Garfinkle, MD, MBA, interim medical director at the facility; and Elena Sierra, the center's executive administrative director.

"We hope many of you will have the chance to see the Mass General/North Shore Center for Outpatient Care," says Peter L. Slavin, MD, MGH president. "Not only does this beautiful building represent a significant milestone for the hospital, but it also marks an important step in meeting the ongoing health care needs of those who live and work on or near the North Shore." ■

EMPLOYEES' INAUGURAL CELEBRATION: Staff and employees of the new Mass General/North Shore Center for Outpatient Care mark its historic opening.

MGH retirement plan changes

MGH EMPLOYEES who are vested in the MGH cash balance retirement plan have been notified by mail of a federal rule change that will affect the calculation of any lump-sum payment they receive from their cash balance plans.

When employees retire or resign from MGH, they have the option to take their cash balance in the form of a one-time, lump-sum payment. How this lump-sum payment is calculated will change after Sept. 30, 2009.

"No changes have been made to how the cash balance grows while you are employed at MGH, nor are there changes in how your pension is calculated at retirement," says Jeff Davis, senior vice president of Human Resources. "The only thing that will change is how a lump-sum payment is determined. The cash balance plan continues to be a very good retirement plan."

MGH Human Resources has set up a call center for employees to access if they have questions about the rule change and how it may affect their individual retirement plans. Benefits specialists are available Monday through Friday from 8 am to 6 pm at (800) 545-2957.

There also will be a series of information sessions throughout the summer, including the following during the week of June 8:

June 8: Yawkey Center 2-220
9 to 10 am

June 9: O'Keeffe Auditorium
10 to 11 am

June 10: Haber Auditorium
9:30 to 10:30 am

June 11: Haber Auditorium
2 to 3 pm

June 12: Haber Auditorium
9 to 10 am

Future meetings will be broadcast through the MGH daily e-mail announcements.

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free lecture for seniors ages 60 and older, "Foot Orthotics: Do You Need Them?" June 11 from 11 am to noon in the Haber Conference Room. Ameneh Aminian, DPM, a second-year podiatry resident, will present. For more information, call (617) 724-6756.

Family caregivers program

The MGH Geriatric Medicine Unit is co-hosting a family caregivers program June 25 from 5:30 to 7:15 pm in the O'Keeffe Auditorium. The event will feature Paula Span, author of "When the Time Comes: Families with Aging Parents Share Their Struggles and Solutions," as well as a panel discussion with eldercare experts, including Cornelia Cremens, MD, a psychiatrist in the MGH Geriatric Medicine Unit. All guests who register will receive a complimentary autographed copy of Span's book. To register, contact Elana Haimes at *ehaimes@house-works.com* or (617) 928-1010.

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Eldercare discussion group

The Employee Assistance Program (EAP) will host the final session of its eldercare monthly discussion group June 9 from noon to 1 pm in the Yawkey Center for Outpatient Care in the J. Doerr Conference Center, Room 10-650. Janet T. Loughlin, LICSW, CEAP, of EAP, and Barbara Moscowitz, LICSW, a geriatric social worker, will facilitate the discussion. Participants are welcome to bring their lunch. For more information, call (617) 726-6976.

Open house at The Clubs

The Clubs at Charles River Park will hold a family fun open house June 14 from 1 to 3 pm featuring "Awesome Robb's Magic" under the outdoor tent. All are welcome to stop by, see the club and enjoy the entertainment. For more information, call Erin Marley at (617) 726-2900.

Eldercare seminar

The Employee Assistance Program (EAP) is sponsoring a seminar, "Navigating the Challenges of Eldercare" June 10 from noon to 1 pm in the Thier Conference Room. Janet T. Loughlin, LICSW, CEAP, of EAP, and Barbara Moscowitz, LICSW, a geriatric social worker, will present. The seminar will offer information on how to manage the emotional and financial concerns of caring for one's elderly family members. Participants are welcome to bring their lunch. For more information, call (617) 726-6976.

Father's Day service

In honor of Father's Day, MGH Men Against Abuse and the MGH Chaplaincy will co-sponsor an interfaith service June 16 at noon in the MGH Chapel. The service will include readings, music and prayer that will reflect on the importance of healthy relationships. Participants will also have the opportunity to sign a pledge to never tolerate domestic violence. A light lunch will be served. For more information, contact Lenny DeBenedictis, LICSW, at (617) 724-2206 or Jim Heffernan at (617) 726-2684.

Bone marrow donor drive

The MGH Bone Marrow Transplant Program is sponsoring a donor registration drive June 11 from 11 am to 3 pm in the Main Corridor. Individuals who are between the ages of 18 to 60 years and in overall good health may sign up to join the National Marrow Donor Program's "Be the Match Registry." For more information, call Adrienne Harrison at (617) 724-6477.

LMR spring release training

Training classes are available for the longitudinal medical record (LMR), which will be enhanced with a new release scheduled for June 12. To register, visit *http://emreducation.partners.org* and select "Class Search" followed by "2009 Spring LMR Release" in the drop-down menu. To view related training videos while in the LMR, select "Resource Menu" and then "MGH EMR Education Series," followed by "Training Videos" on the left-hand side of the screen. For more information, e-mail *mgpolmrtrainingprogram@partners.org*.

Grant helps "takes the pressure off" for part-time students

WORKING FULL TIME and taking classes at night can be stressful for anyone, but Carina Coleman found that one of MGH's best kept secrets helped take the pressure off as she studied to be a nurse at Bunker Hill Community College.

This "secret" is the Support Service Employee Grant (SSEG), given to eligible nonexempt employees in clinical, technical, service and clerical positions who are interested in pursuing academic goals. Last year, the MGH Office of Training and Workforce Development awarded 75 grants totaling $57,000.

"It helped me pay for books and supplies," says Coleman, patient service coordinator in the Nuclear Cardiology Department. "When you're going through school, the worst thing to think about is where you're going to get the money for the next semester."

With the help of the SSEG, Coleman continued to work full time while spending four nights per week in class. She finished her nursing degree in December and took the board exam this spring. She's continuing to work as a patient service coordinator while she looks for a full-time nursing opportunity.

She credits MGH for helping her achieve her academic goals – not only financially, but also by supporting her while she pursued her degree. "Anytime I had a question, they would answer it," she says, "and I can ask a lot of questions."

Fanny Lopez, a supervisor in the Radiology Image Service Center, has been taking classes at the Cambridge College School of Management for the last three years. Her coursework in finance and accounting gave her the skills she needed to be promoted to her current role, she says.

Though as a manager she's no longer eligible for the SSEG, Lopez says she remembers how important the grant was for her in continuing her education. She says she'd encourage anyone who has thought about going to school to apply.

"I would advise them to go for it," she says. "There are a lot of opportunities for employees here. You just have to take the chance."

The deadline for 2009 SSEG applications is June 12. For more information or to download an application, visit *http://is.partners.org/hr/New_Web/mgh/mgh_training.htm* or call John Coco at (617) 724-3368.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Celebrating **the one hundred**

IT CAN BE HARD to quantify the emotional impact caregivers, researchers, donors, volunteers and advocates have on cancer patients and their families, but in many ways, the MGH Cancer Center's **the one hundred** does just that.

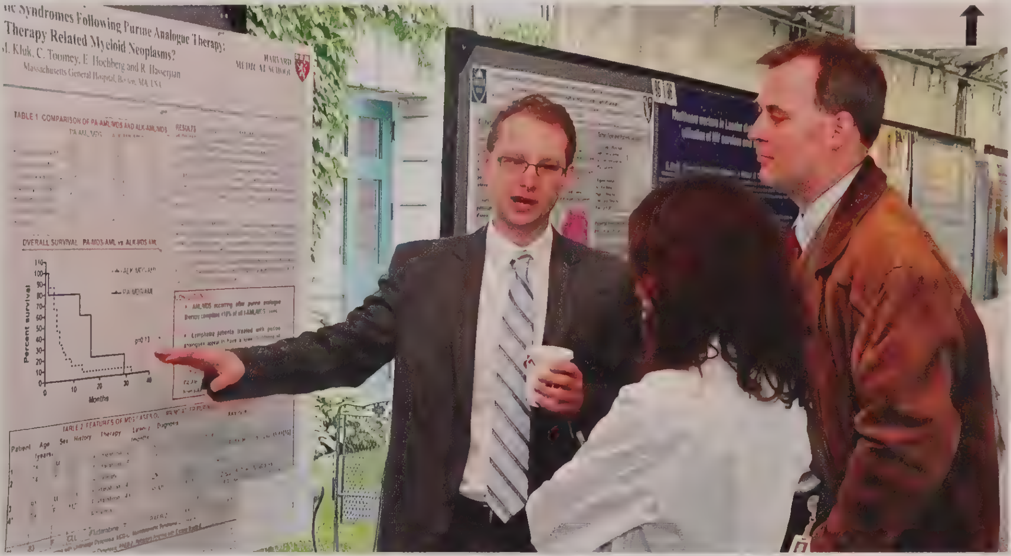
An annual program, **the one hundred** recognizes 100 individuals or groups who have made a difference in the lives of cancer patients. Patients, families and staff submit nominations, and honorees are selected by a multidisciplinary committee.

June 3 featured two events celebrating this year's **the one hundred**. A daytime ceremony was held in the Bulfinch Tent, and an evening fundraising dinner took place at the Westin Copley Place featuring keynote speaker Elizabeth Edwards – breast cancer survivor, author, attorney and wife of former U.S. Senator John Edwards. As one of this year's **the one hundred** honorees, Edwards discussed her journey with breast cancer, the impact the disease has had on her and her family, and the significance of the many individuals who supported her along the way.

During the daytime event, Peter L. Slavin, MD, MGH president; Daniel Haber, MD, PhD, director of the Cancer Center; and Bruce Chabner, MD, clinical director of the Cancer Center, congratulated all of the honorees.

Haber discussed the selection of **the one hundred**. "It's not hard to find 100 spectacular individuals and teams who have touched our Cancer Center in powerful and meaningful ways," he said. "We are blessed with such incredible people who make up and define our center."

To nominate an individual or group for the 2010 **the one hundred**, visit *www.massgeneral.org/theonehundred.*



RESEARCH EXPLAINED: MGH researchers display their work during Clinical Research Day.

Clinical research focus

MGH Clinical Research Day addresses obstacles and opportunities

AT A TIME OF UNPRECEDENTED SCIENTIFIC PROGRESS and widening public support for clinical and translational research, young and mid-career investigators are faced with challenges of limited funding and competing personal and professional demands that cause many to abandon research careers, noted Janet Hall, MD, of the MGH Reproductive Endocrine Unit, at a May 28 panel discussion during MGH Clinical Research Day. In particular, women are not being promoted to higher academic levels, while more than 10 percent of medical school faculty nationwide are over the age of 65. "The need for physician investigators has never been greater, but we must address the issues affecting career attrition," she stressed.

Joining Hall in the discussion, "Clinical Research 2009: Obstacles and Opportunities," Nancy Sung, PhD, of the Burroughs Wellcome Fund, outlined the growing importance of foundation support in translating scientific discoveries into new therapies. MGH President Peter L. Slavin, MD, also noted the growing importance of philanthropy, which currently supports about 20 percent of the hospital's research program. Harvard Medical School (HMS) Dean Jeffrey Flier, MD, described the impact of new promotion criteria at HMS that were designed to reward the multiple contributions that faculty make and David Korn, MD, vice provost for Research at Harvard University reviewed local and national efforts to increase exposure of scientific fundamentals to medical and pre-medical students.

Prior to the panel discussion, leaders of the award-winning research teams presented their investigations. Catherine DesRoches, DrPH, and her colleagues from the MGH Institute for Health Policy received the team award for their study of how the use of electronic health records affects the quality of care in U.S. hospitals. The translational award was given to Chris Newton-Cheh, MD, MPH, of MGH Cardiology, and his colleagues for their study identifying the first common gene variants associated with an increased risk of hypertension. Another 26 posters received hospitalwide or departmental awards.

"The 256 poster presentations were a real testimony to the vigor of the clinical research process here at the MGH and to the impressive institutional commitment of Peter Slavin and our leadership to its viability in otherwise very difficult times," says William Crowley, MD, director of the MGH Clinical Research Program. ■

06.12.09

Volunteers help define the patient experience

THEY ARE SEEN ALMOST EVERYWHERE on the MGH campus – at the information desk at the Main Entrance or in the hallways of the Yawkey Center for Outpatient Care – easily identified by their light pink coats. These individuals, who quietly support the hospital and help shape the MGH patient care experience, are members of the MGH Volunteer Department. On June 2, MGH leaders commended these volunteers for their hard work and contributions during the annual Volunteer Recognition Luncheon.

Paul Bartush, CAVS, co-director of the Volunteer Department, Medical Interpreter Services, Information Associate Services and LVC Retail Shops, offered opening remarks at the event. He described how the number of MGH volunteers increased by 13 percent – from 1,245 volunteers to 1,403 in one year – giving a total of 86,175 hours of service.

Special guests Peter L. Slavin, MD, MGH president; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; and Cathy E. Minehan, chairman of the MGH Board of Trustees, thanked volunteers for their efforts.

"You have a huge impact on the patient experience at MGH," said Slavin. He noted that the need for volunteers would only increase in the coming years, as the Building for the Third Century approaches completion in 2011. Ives Erickson described two innovative volunteer pilot programs, which have greatly improved patient care, and Minehan discussed the remarkable increase in volunteerism at MGH.

In closing, Bartush thanked the Volunteer Department leaders, including Pat Rowell, co-director of the department; Wayne Newell, program manager; Kathy Clair-Hayes, LICSW, volunteer coordinator; and Meghan Fitzgibbons, project specialist. He also announced the volunteer award recipients for 2009. Joanne Lafrancesca, RN, MN, AOCN, and Sheena Smead won the Trustees Award, and Carol Toronto received the Jessie Harding Award. Service Award recipients were Anne Barron, Hal Berman, Gloria Leitner, Osaretin Osayi-Osazuwa, Frederique Schutzberg, Haydee Vasque, Anthony Wohl and GianCarlo Zolfonoon. ■

The Staff of Yawkey 8

WELL-DESERVED RECOGNITION: From left, Ives Erickson, Minehan, Smead and Slavin

Senior residents win MGH Medical Service Blood Drive Challenge

THE MGH BLOOD DONOR CENTER'S monthlong Medical Service Blood Drive Challenge, held in honor of the late Allan Moore, MD, founder of the annual competition, came to a close May 31. Moore initiated the competition in 2005 to educate hospital staff on the importance of donating blood. Though he died in an accident last summer, through the challenge, his charisma and generosity live on.

Participating teams earn one point for each whole blood donation and two points for platelet donations. This year, the senior residents took the prize, toppling the nurses' three-year winning streak. The Ellison 21 nursing staff came in second place, while the Ellison 16 nurses took third. Moore had set the goal for 2009 at 500 points. Participants exceeded the mark, bringing in a total of 520 points – a 23 percent increase from 2008. The drive also attracted a record number of 65 platelet donations.

The senior residents, who graduate July 12, will hold a party to celebrate their win. "The support and participation of the medical service teams this year was overwhelming," says Kerri Palamara, MD, captain of the senior resident team. "It was so wonderful to see colleagues come together for a great cause and honor the memory of Allan."

While the Medical Service Blood Drive Challenge is one of the Blood Donor Center's most competitive challenges, it is also one of its most important. The drive helps build the center's blood supply for the summer months, when blood donations are typically lower. To address the decrease, the center will be holding several promotions and raffles. Blood donors can enter to win a variety of prizes such as a vacation package to Sandwich, Mass.

For more information or to schedule an appointment, contact the MGH Blood Donor Center at 617-726-8165.

Senior Resident Class is the winner
bringing in the most blood donors
Medical Service
Blood Drive
Challenge

EXCEEDING EXPECTATIONS: Palamara, left, and Kim Cronin, Donor Services manager

A GIFT FROM MGH'S OWN: From left, Slavin, Kathy and David Cullen, Wiener-Kronish and Ives-Erickson

Retired MGHers make a lasting gift

DAVID CULLEN, MD, MS, a former MGH anesthesiologist, and Kathy Cullen, RN, MS, a former MGH nurse director, are well-known at the hospital for their clinical leadership in the Post-Anesthesia Care Unit (PACU). The Cullens recently retired from their positions at the hospital and now – with a charitable $1 million gift made toward the creation of a new PACU – they also will be known for their generosity and vision.

The new PACU, set to open in July, will be located in the Ellison Building. While David helped design MGH's existing PACU, which opened in 1976, Kathy has played a vital role in planning for the new unit. With 20 beds, the new PACU doubles its previous capacity and will feature a number of private rooms to provide a greater level of patient privacy. Additionally, patient bays have been designed to be nearly twice the size of those in the current PACU, enhancing nursing staff's ability to carry out their work.

"The spacious new PACU was designed with patient safety at its core," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president of Patient Care and chief nurse. "It enables us to provide the best in patient- and family-centered care."

A May 26 reception in the Lawrence House Conference Room was held to celebrate the Cullens' meaningful gift. Hospital administration, friends and colleagues of the Cullens – including two former MGH anesthesiology chiefs, Richard Kitz, MD, and Warren Zapol, MD, and current chief, Jeanine Wiener-Kronish, MD – gathered to share their appreciation.

"We are here today to honor great friends of ours – a couple who has given MGH their time, their expertise and now their financial support," said Peter L. Slavin, MD, MGH president. "We thank them for giving back to the institution they have already given so much to."

Both David and Kathy also spoke at the reception. "I am happy to be able to return the investment so many of you have made in me," David said. He described his gratefulness to Kitz, who supported his participation in the Harvard School of Public Health's Adverse Drug Event Study Group, which produced data for the landmark Institute of Medicine report, "To Err is Human: Building a Safer Health System." Published in 2000, the report set forth a national agenda for reducing medical errors and improving patient safety. David recognized MGH as having exemplified great leadership in its willingness to share information on errors and facilitate finding solutions to those errors. "MGH is most deserving of our support," he said.

"This is our way of paying it forward," added Kathy, who first came to MGH with a high school diploma. Over the years, the hospital supported her in obtaining both her bachelor's and master's degrees.

In closing, Slavin presented the Cullens with a framed photograph of the MGH as seen from their hometown of Cambridge, Mass. "We are honored that your names will grace the halls of our new PACU," Slavin said. ■

MGH*f*C residents visit the State House

IN WHAT'S BECOME an annual tradition, residents, fellows and staff from MassGeneral Hospital *for* Children (MGH*f*C) made a special visit to the gold-domed building down the street to advocate for legislation affecting children's health. The group was participating in "Residents' and Fellows' Day at the State House," sponsored by the Massachusetts Chapter of the American Academy of Pediatrics. This year's MGH*f*C representatives were organized by residents Alenka Zeman, MD, and Catherine Aftandilian, MD.

The event drew approximately 80 pediatric staff members from several area hospitals. MGH*f*C trauma surgeon Peter Masiakos, MD, joined the MGH*f*C residents and fellows in support of bill S.366 – An Act to Regulate the Use of Off-highway and Recreation Vehicles. Masiakos is all too familiar with the dangers that all-terrain vehicles (ATVs) present to children. In 2006, he and the MGH*f*C trauma team cared for 8-year-old Sean Kearney, who sustained fatal injuries in an ATV accident.

The Kearneys shared their son's story at the State House, explaining that a play date ended with Sean being flown to MGH*f*C.

"We had four children, but we put three to bed every night," said Sean's mother, Katie. "We couldn't prevent the accident from happening to Sean, but we can prevent it from happening to another family."

The Kearneys expressed their gratitude for Masiakos, who had helped support them through the five days their son was in the hospital. Masiakos is one of the ATV bill's strongest proponents.

"Passing this law will protect children from the risks that ATVs pose," Masiakos says.

Of their trip to the State House, Zeman says, "We received a great response from many senators and representatives who didn't know much about the bills before the meetings, but were very positive afterward about supporting them. It is very rejuvenating for us to step outside the hospital walls and have our voices be heard."

06.12.09

MGH HOTLINE

WHAT'S HAPPENING

Employee Perks

All MGH employees have access to discounts and programs through the MGH Employee Perks program. Perks include discount tickets to select Broadway shows, amusement parks and special rates for cell phone carriers. For a list of available Perks, visit *http://intranet.massgeneral.org* and select "MGH Employee Perks and Discounts."

Julie Fund 5K Walk to benefit MGH Cancer Center

The Julie Fund for Women's Cancers will host its fourth annual 5K Walk June 27 beginning at 8 am at Artesani Park in Brighton, Mass. Proceeds will benefit women's cancer programs and research at the MGH Cancer Center. For more information or to participate on the MGH team, visit *www.juliefund.org*.

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Free summer help available

Part-time summer help is available through the MGH Center for Community Health Improvement's Summer Jobs program. The program provides part-time employment to Boston youth while offering staffing support to MGH/Partners departments. Participants spend 25 hours per week at their job placement site, Monday through Friday, from July 8 to August 21. These programs are funded by MGH Human Resources and are available at no cost to departments. For more information about MGH Summer Jobs, contact Galia Wise at 617-724-8326 or *gwise@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering the following free events for seniors ages 60 and older: a lecture, "H1N1: Where are we now?" with speaker Maureen Franklin, RN, BA, CIC, of the MGH Infection Control Unit, June 18 from 11 am to noon in the Haber Conference Room, and a book club discussion of "Hope's Boy" by Andrew Bridge June 18 from 3 to 4 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

Summer Safety Health Fair

The MGH Chelsea HealthCare Center will host its 12th annual Summer Safety Health Fair for children ages 4 to 16 on June 20 from noon to 3 pm at 151 Everett Ave. The fair will include live entertainment, raffles and prizes, bicycle and helmet safety checks, and tips on home, water, fire, sun and car safety. For more information, call 617-884-8300.

Summer 2009 computer training schedule

Partners Information Systems Training has released its summer 2009 computer class schedule. For the schedule, course descriptions or to register, visit *http://helpdesk.partners.org/data/training*. Employees are encouraged to register for classes as soon as possible. For more information, contact the Help Desk at 617-726-5085.

LOSING TO WIN: Members of the Be Fit 17 program

Be Fit 17: Losers are winners

THE 17TH ROUND of the MGH Be Fit program recently concluded its 10-week cycle. Six teams of employees from various departments competed with one another in their commitment to Be Fit.

Taking part in the competition were the "Get Up and GO Girls" from Gynecologic Oncology, the "Skeleton Crew" from Orthopædics, the "Red Hearts" from Ellison 8's Cardiac Surgery team, the "Maniacs" from Blake 11's In-Patient Psychiatry, "Forever Jung" from Psychiatry and the "Hip Flexors" from the Same Day Surgical Unit.

The "Maniacs" earned the top spot in the pedometer competition, which tracked the number of steps taken, coming in with an average of 6,084 steps. They were followed by the "Get Up and GO Girls" with 5,130 steps and the "Skeleton Crew" with 5,007. The "Hip Flexors" were able to earn the top spot for the total amount of weight lost, losing a combined 117.5 pounds or 3.3 percent of their body weight. The "Maniacs" took second place, dropping 2.8 percent of their weight, which was 89 pounds, and "Forever Jung" took third place, losing 2.4 percent of their weight, for a total of 93.4 pounds. Altogether the participants shed nearly 500 pounds.

Be Fit 18 began May 25 and will end in August. Participating teams include staff from Building and Grounds, the Gastrointestinal Unit, Materials Management, the Plastic and Reconstructive Surgery Division, the In Vitro Fertilization Unit and Nuclear Medicine Unit/the Institute for Technology Assessment.

To access information about Be Fit, as well as monthly articles and recipes, visit *http://intranet.massgeneral.org/befit*.

IN GENERAL

MGH and the architecture firm NBBJ have been honored by the American Institute of Architects (AIA) for the design of the Building for the Third Century. The project was one of three selected for excellence and innovation in health care design by the AIA New York Chapter and the Boston Society of Architects during the annual Building Type Awards Program. The award was presented April 22 at the Design Awards Luncheon in New York City. Winning projects are exhibited for two months at the Center for Architecture, also in New York City.

William U. Shipley, MD, member of the MGH Radiation Oncology Department and Andreas Soriano Professor of Radiation Oncology at Harvard Medical School, is the recipient of the American Society for Radiation Oncology (ASTRO) Gold Medal for 2009. The Gold Medal is ASTRO's highest honor, bestowed on members who have made outstanding contributions to the field of radiation oncology, including research, clinical care, teaching and service. Shipley, who has worked at MGH for 43 years, will receive the award in Chicago this fall at ASTRO's annual meeting.

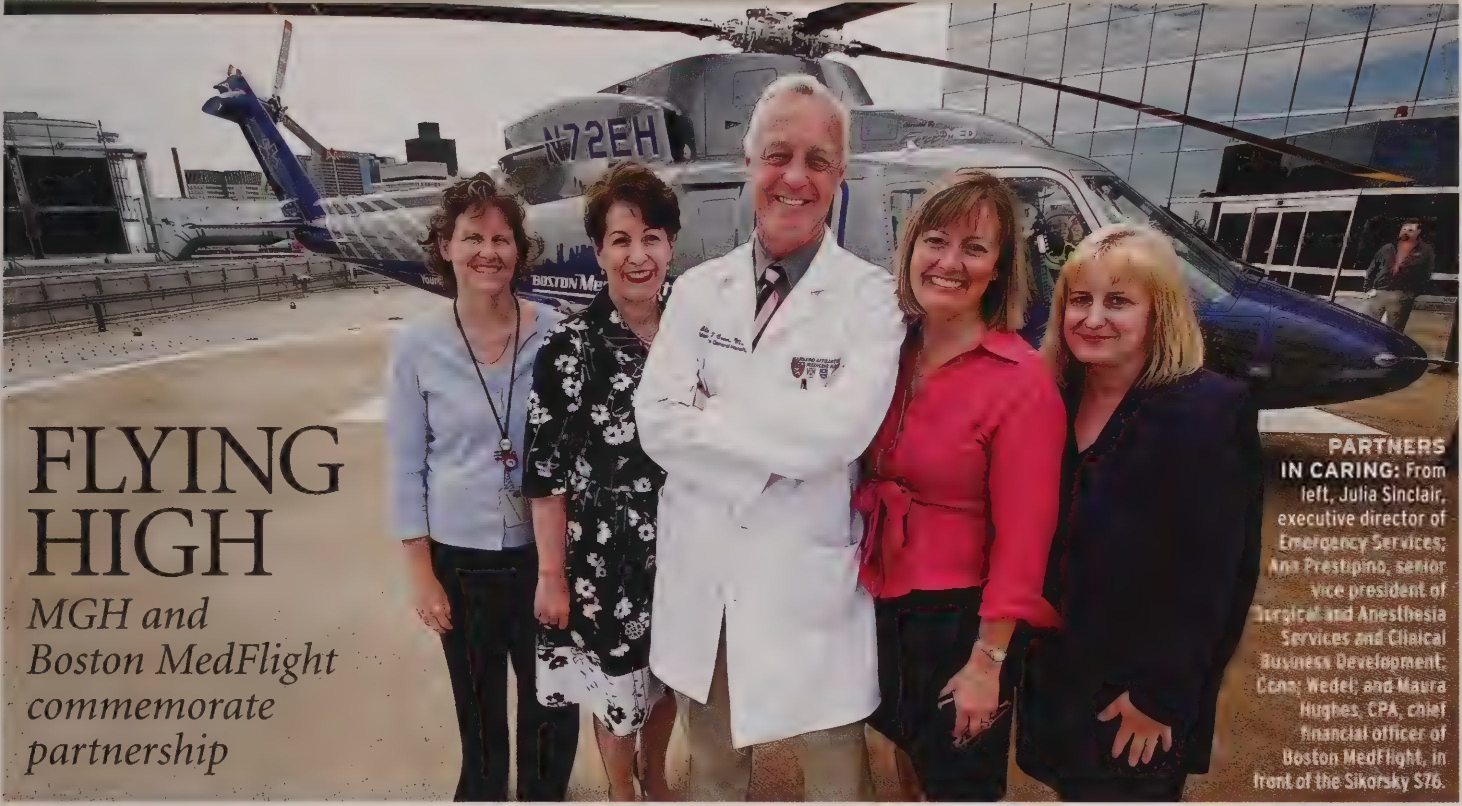
06.19.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

FLYING HIGH

MGH and Boston MedFlight commemorate partnership



PARTNERS IN CARING: From left, Julia Sinclair, executive director of Emergency Services; Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development; Conn; Wedel; and Maura Hughes, CPA, chief financial officer of Boston MedFlight, in front of the Sikorsky S76.

IN CRITICAL CARE MEDICINE, minutes matter. Since 1985, Boston MedFlight has provided high-quality, rapid emergency care services to patients throughout New England, 24 hours a day, seven days a week. The nonprofit organization transports – via its fleet of both ground and air vehicles – approximately 3,000 critical patients a year throughout the region. Of these patients, 25 percent to 38 percent are brought to MGH for care.

Two events to recognize the longstanding and successful partnership between Boston MedFlight and MGH were held June 3. Suzanne Wedel, MD, chief executive officer and medical director of Boston MedFlight, gave a presentation to the MGH Chiefs Council detailing the historic relationship of Boston MedFlight and MGH. She thanked the chiefs for their cooperation and presented a model of the organization's newest helicopter, the Sikorsky S76, to MGH President Peter L. Slavin, MD.

Following Wedel's remarks, a reception was held on the MGH helipad on Blake/Ellison 16. Hospital leaders and staff members from the Division of Trauma, Emergency Surgery and Surgical Critical Care, the Department of Emergency Medicine, the Department of Pediatrics and the Burns Service, had the opportunity to see first-hand the Sikorsky S76. The helicopter features the latest in state-of-the-art technology, including advanced ground proximity warning systems, a fully digitalized cockpit and high-tech weather radar.

"This unique program allows patients to access the special capabilities of hospitals such as the MGH from not only anywhere in New England, but also from anywhere in the world," says Alasdair Conn, MD, chief of Emergency Services and chairman of the board of Boston MedFlight. "We look forward to continuing our partnership with Boston MedFlight." ■

The Ladies Visiting Committee: dedication, compassion and service

AS ONE OF THE OLDEST hospital auxiliaries in the United States, the MGH Ladies Visiting Committee (LVC) has enjoyed a rich and colorful history that spans 140 years. Formed in 1869 by the hospital trustees and comprising six caring women from the Boston community, the LVC was

(Continued on page 3)

CELEBRATING A MILESTONE: From left, McDougal; Paula O'Keefe, LVC member; Susanne Potts, LVC member; Kathy Rehm, LVC vice chairwoman; Karen MacDuffie, 140th Celebration chairwoman; and Slavin

06.19.09

2009 Claflin Award winners announced

ADVANCING WOMEN'S CAREERS: Seated, from left, Shore, Claflin and Lawton. Standing, from left, Wu, Lu, Bassett, Walker, Fulci and Bromley

FOR MANY YEARS, Jane D. Claflin, MGH honorary trustee, envisioned an academic culture in which women balanced family relationships, motherhood, career advancement and research. Established in 1997, the Claflin Distinguished Scholar Awards advance this vision by providing competitive, two-year grants to women researchers who have responsibility for the care of young children. On June 4, Claflin made a special visit to MGH to congratulate six women selected as the latest members to join the distinguished ranks of Claflin awardees at the annual Claflin luncheon.

Announcing this year's new inductees was Donna Lawton, of the Office for Women's Careers, who congratulated the recipients on their accomplishments. The 2009 Claflin awardees are Ingrid V. Bassett, MD, MPH, of the Infectious Disease Unit; Shannon K. Bromley, PhD, of Infectious Disease Research; Giulia Fulci, PhD, of Neurosurgery/Research; Hua A. Jenny Lu, MD, PhD, of Internal Medicine; Amy Walker, PhD, of the MGH Cancer Center; and Joy Y. Wu, MD, PhD, of the Endocrine Unit.

Under the Eleanor and Miles Shore 50th Anniversary Fellowship Program for Scholars in Medicine at Harvard Medical School (HMS), the Claflin awards are sponsored and administered by the MGH Executive Committee on Research. The awards – promoted by the Office for Women's Careers – provide bridge funding for junior faculty to sustain research productivity during the child-rearing years and are intended to increase opportunities for women to advance to leadership positions in academic medicine.

At the Claflin luncheon, featured guest speaker Eleanor G. Shores, MD, former HMS dean for Faculty Affairs, reflected on the evolution of women in HMS faculty positions. She explained how critical the Claflin awards are in helping to advance the promotion of women faculty today by sharing her own story.

For more information on the Claflin awards, access *www2.massgeneral.org/facultydevelopment/owc/index.html.* ■

Stop by the Partners Health and Fitness Expo June 27 and 28

PROMOTING ACTIVE, HEALTHY LIFESTYLES and disease prevention at every age will be the focus of the MGH and MassGeneral Hospital *for* Children (MGH*f*C) exhibits at the third annual Channel 7 NBC/CW 56 and Partners HealthCare Health & Fitness Expo June 27 and 28 at the Hynes Convention Center in Boston.

At the MGH booth, medical staff will host casual discussions on a variety of health and wellness issues. The "health chats" will offer attendees the opportunity to speak directly with experts on topics such as advanced care planning, core and muscle strengthening, and prostate cancer. MGH nutrition staff will be on hand to answer the question: "Do you know how many calories you need each day?" By providing height, weight and activity levels, attendees can receive personalized "calorie prescriptions" to help achieve weight goals. The nutrition staff also will share information on portion control and balanced diets, as well as tips for dining out.

At the MGH*f*C booth, a fitness professional will guide children in fun, safe activities and exercises. Parents will have the opportunity to obtain helpful health and nutrition tips to keep their children on the path to good health.

The expo also will feature:

- Appearances by celebrity guests, including Tedy Bruschi of the New England Patriots; Jim Rice, former Red Sox player; Ray Allen of the Boston Celtics; Helen Phillips, winner of "The Biggest Loser"; and Anne Thompson of "NBC News"
- A Partners HealthCare "Ask a Doctor" booth
- Free medical tests and screenings for blood pressure, mood and memory, bone density, balance, gait and more
- Interactive sports clinics, fitness games, health activities and demonstrations

The Health & Fitness Expo is free and open to the public from 10 am to 5 pm. For a full schedule of events, exhibits, speakers and celebrity appearances, visit *www.bostonhealthexpo.com.* ■

Health Chat Schedule: SATURDAY

11 AM
Staying Active with Arthritis: Activity Modification, Splinting, Joint Protection, Adaptive Equipment and More!
Speakers: Suzanne Curley, OTR/L, CHT and Jen Botsford, OTR/L, CHT

12 Noon
Dental Care for Infants
Speaker: Carolyn Coppe, DMD

1 PM
Advanced Care Planning
Speaker: Sharon Brackett, RN

2 PM
Diabetes
Speaker: David Nathan, MD

SUNDAY

12 Noon
Core Strengthening: It's Not Just for the Gym
Speakers: Donna Behr, PT, DPT, MS; Suy-Sinh Law, PT, OCS, MAc; and Punnee Pheungfunk, PT, MS

1 PM
Prostate Cancer
Speaker: Rick Lee, MD, PhD

2 PM
Breast Cancer
Speaker: Amanda Wheeler, MD

3 PM
Emergency Preparedness
Speaker: Ed George, MD, PhD

– LVC

(Continued from page 1)

originally established to provide friendly visits to female patients of the hospital.

Today, the LVC continues to make a difference in the lives of MGH patients and their loved ones. The women of the committee share their time and energy by volunteering in patient and family areas and overseeing the management of the five MGH retail shops. The stores were first established by the LVC in the 1940s and help fund patient programs, services and activities. The notable women of the LVC each have a dedication and concern for MGH patients, their family members and MGH staff and employees.

"We are a diverse group of women – including two honorary male members – brought together by a commitment to volunteerism on behalf of the MGH," says Mimi McDougal, LVC chairwoman. "For many of us, there has been a personal involvement with the MGH, and 'giving back' has been the inspiration behind our commitment to the hospital."

To help mark the LVC's 140th anniversary, members and guests, including Peter L. Slavin, MD, MGH president, and Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse, along with four former LVC chairwomen, gathered for a summertime luncheon in the Bulfinch Tent June 4. In honor of the occasion, the LVC presented gifts to two MGH departments that have had close relationships with the committee over the years – the Department of Volunteer Services and the Department of Social Service. Slavin and Ives Erickson each offered a few words to express their deep gratitude to the LVC and acknowledge the longstanding positive impact the group has had at the hospital.

"Every spring I look forward to the Ladies Visiting Committee annual luncheon to thank each of you for your creativity, compassion and service that has made a remarkable difference in the lives of patients and staff," Slavin said. "This committee is a critical component of the care offered at the MGH. It is truly impossible to summarize all of the ways the LVC has helped make a difference to our patients."

Ives Erickson echoed Slavin's sentiments: "I also congratulate the Ladies Visiting Committee on their 140 years of success," she said. "The committee truly helps the hospital advance its mission of caring for patients and their families. The LVC really embodies everything our founders stood for and what our workforce believes today – providing the best for our patients."

ADVANCES

Virtual appointments found to be satisfactory for all

TRAVELERS BOOK PLANE TICKETS ONLINE, bank customers check their accounts at any computer and busy families grocery shop online. Someday, even doctor visits could be among the conveniences offered via the Internet. In the May *Journal of Telemedicine and Telecare,* MGH researchers report that both patients and physicians found evaluations completed through videoconferencing to be almost as satisfactory as face-to-face visits based on several measures.

DIXON

"There is growing evidence that the use of videoconferencing in the medical environment is useful for a variety of acute and chronic issues," says Ronald F. Dixon, MD, of the MGH Department of Medicine and the study's senior author. "Videoconferencing allows for the evaluation of many issues that may not require an office visit and can be achieved in a shorter time."

In this study, the largest such trial to date, participants completed two sets of clinical visits with different physicians. For one group of participants, one of the visits was in person and the other via teleconference; for the other group, both visits were conducted face-to-face. All study participants and their physicians completed questionnaires after each visit, evaluating factors including time spent, ease of interaction and medical history taking. Satisfaction scores were similar for both in-person and virtual visits, and the rate of diagnostic agreement between participants' two visits was quite similar for both groups.

"Virtual visits could be a viable option in circumstances where patients need to be monitored routinely for chronic conditions like diabetes, hypertension, obesity or depression. They may also be effective for triage of acute, nonurgent issues like back pain or respiratory infections," says Dixon. The co-author of the study is James Stahl, MD, of the Department of Medicine and the Institute for Technology Assessment. ■

A special visit from Uganda

PROFESSOR FREDERICK KAYANJA, vice chancellor of Uganda's Mbarara University of Science and Technology, and his wife Beatrice recently visited Boston during a short trip to the United States hosted by David Bangsberg, MD, MPH, director of the MGH Center for Global Health. The university is MGH's main collaborator for its HIV/AIDS/TB initiatives in eastern Africa. The vice chancellor and his wife met with colleagues at both MGH and Harvard Medical School to discuss how the institutions can continue to collaborate to provide effective, low-cost care to HIV-positive Ugandans. MGH President Peter L. Slavin, MD, hosted a luncheon June 11th in honor of the Kayanjas' visit. ■

AN MGH VISIT: From left, Greg Fricchione, MD, director of the Benson-Henry Institute for Mind Body Medicine at MGH; Nneka Emenyonu, senior project director of The Ragon Institute of MGH, MIT and Harvard at Uganda; W. Gerald Austen, MD, chair of the MGH Chiefs Council; Bangsberg; Slavin; Beatrice and Frederick Kayanja; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; and Bruce Walker, MD, director of The Ragon Institute of MGH, MIT and Harvard

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free hypertension screening for seniors ages 60 years and older June 22 from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

MGH Hotline correction

Last week's article, "Retired MGHers make a lasting gift," incorrectly stated that Kathy Cullen, RN, MS, arrived at MGH with a high school diploma. Cullen began her career at the hospital with a nursing diploma, and with support from MGH continued on to receive her bachelor's and master's degrees.

IN GENERAL

Peter L. Slavin, MD, MGH president, was elected the 2009-2010 secretary of the Massachusetts Hospital Association (MHA) Board of Trustees at the group's annual meeting June 11 in Chatham, Mass. The MHA is a nonprofit organization comprising hospitals and health systems, related organizations and other members with a common interest in promoting the health of Massachusetts citizens.

Three MGH faculty were honored June 11 with Harvard Medical School's (HMS) excellence in mentoring awards. **Tayyaba Hasan, PhD,** a professor of dermatology at the Wellman Center for Photomedicine and director of the MGH Office for Research Career Development, was named the recipient of the William Silen Lifetime Achievement in Mentoring Award honoring mentors who have served for 20 or more years. **Carlos Fernández-del Castillo, MD,** director of the Liver, Biliary and Pancreas Center, was honored with the A. Clifford Barger Excellence in Mentoring Award, which recognizes those who embody the same commitment to mentorship as the late A. Clifford Barger, MD, who mentored countless students during his nearly 50-year HMS career. **Andrew Karson, MD, MPH,** director of the Clinical Decision Support Unit, received the Young Mentor Award, presented to outstanding mentors with fewer than 10 years of service.

Nathalie Merida, of the MGH Human Resources Operations Team, was one of four students highlighted in *Boston Herald's* May 24 announcement of "Four of Boston's Best and Brightest." Merida, who began working at MGH as an eighth-grade intern from the James P. Timilty Middle School, graduated June 7 from Boston Latin School and will attend Boston College on a full scholarship this fall.

The MGH/Partners Telestroke Program was one of the few organizations to be selected as a Laureate and Finalist for the 2009 International Data Group's Computerworld Honors Program. Each year, the Computerworld Honors Program identifies organizations from around the world that use information technology to benefit society. Finalists were honored at the 21st Annual Laureates Medal Ceremony and Gala Awards Evening June 1 in Washington, D.C.

ESOL program helps employees achieve their goals

FOR EACH OF THE LAST 17 YEARS, a group of MGH employees have learned the language and communication skills they need to succeed through the MGH's English for Speakers of Other Languages (ESOL) Program, an initiative sponsored in partnership with Jewish Vocational Services.

On June 5, this year's ESOL graduates – 97 altogether – celebrated the end of another year of learning and received advice from Richard Chacon, executive director of the Massachusetts Office for Refugees and Immigrants.

Chacon, raised in an immigrant community in Texas, spoke fondly of his upbringing, which mingled the Mexican culture of his ancestors with that of the United States. He recalled what he described as "Spanglish" – a combination of Spanish and English – that he learned as a child.

"When I left that immigrant community in El Paso, I carried that Spanglish with me as I came to Boston for college," he said.

GRADUATION HONORS: From left, Jeff Davis, senior vice president of Human Resources, Chacon and Witherspoon congratulate Richal Cruz, of MGH Environmental Services, on his graduation from the ESOL program.

This year's graduates, too, will carry their native cultures and languages with them as they pursue a new life in the United States, he said. Chacon described the work his office is doing to better integrate immigrant and refugee families into the Massachusetts economy. Among the goals of his office's New American Agenda is to eliminate the long waiting lists for ESOL classes and promote more ESOL programs.

"We must do all we can to make sure English is as accessible as possible," he said.

MGH's ESOL program is the oldest workplace curriculum in Massachusetts and has an average of 100 graduates each year, said Helen Witherspoon, operations manager for the Office of Training and Workforce Development, which oversees the ESOL program.

Several ESOL graduates took the opportunity June 5 to speak about what the program has meant to them.

"When I started the classes, I was afraid because it was difficult to learn another language, but learning English was my goal," said Maria Isabel Gonzalez, of Environmental Services. "I feel that I have achieved my goal of improving my ability to speak and understand English in the workplace at MGH."

MGH 1811

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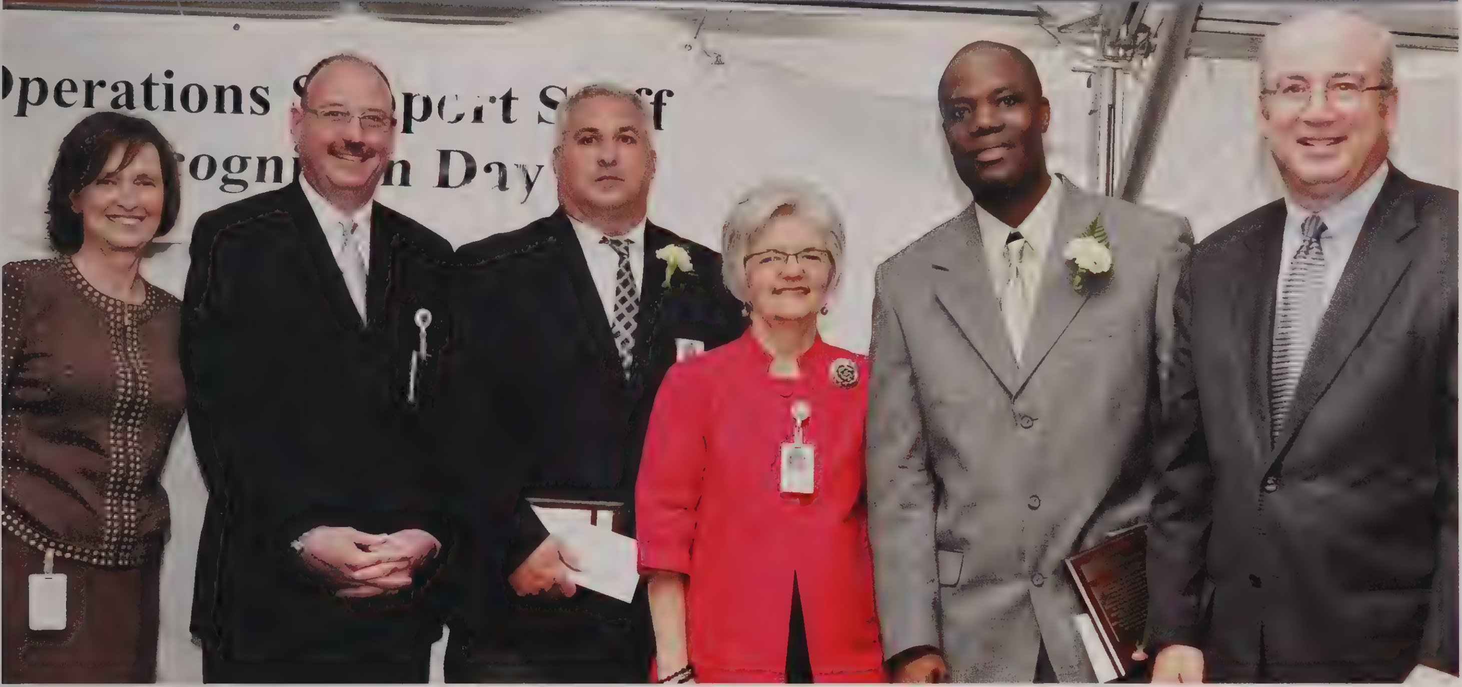
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL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BEHIND-THE-SCENES STAFF TAKE CENTER STAGE: From left, Elrick, Driscoll, McDonough, Barraclough, Cyprien and Peter L. Slavin, MD, MGH president

Operations support staff kudos

Ricardo Diaz Memorial Award honors two dedicated MGH staff members

TWO EMPLOYEES from the operations support staff have been awarded the distinguished Ricardo Diaz Memorial Award. Nominated by their managers with words of praise and appreciation, Jean Cyprien, catering assistant in the Nutrition and Food Services Department, and Mark McDonough, security officer in the Police and Security Department, were named co-winners of the honor during the annual Operations Support Staff Recognition Day event in the Bulfinch Tents June 18.

The Ricardo Diaz Memorial Award is named after MGH Buildings and Grounds employee Ricardo Diaz, who died in 2003 in an accident while plowing snow on the MGH campus. The award is given to an employee in an operations support role who demonstrates the same

(Continued on page 4)

MGH and MEEI perform first ABI surgery in New England

SURGEONS FROM MGH and Massachusetts Eye and Ear Infirmary (MEEI) performed an Auditory Brainstem Implant (ABI) surgery – a New England first – May 20 with the goal of eventually partially restoring the patient's hearing. Developed in 1979 at the House Ear Institute in Los Angeles and approved by the Food and Drug Administration in 2000, the procedure has been performed for approximately 500 patients worldwide.

ABI surgery is used primarily to partially restore hearing loss due to a hereditary disease called Neurofibromatosis Type 2 (NF2). The condition causes benign tumors on several key nerves. The auditory nerve, which carries sound signals to the brain, often is damaged by tumor growth or surgery to remove tumors. As a result, many NF2 patients develop hearing loss in both ears.

To help restore some degree of hearing in these patients, surgeons implant the ABI, which bypasses the inner ear and auditory nerve and electrically activates nerves in the brainstem. The device is currently the only hearing option for deaf NF2 patients and allows them to hear sounds in their environment such as doorbells, horns or other noises. The implant offers patients enhanced communication when combined with lip-reading.

The ABI surgery was performed at MGH by a team of MGH and MEEI surgeons. MGH specialists were Fred Barker, MD, of the Department of Neurosurgery, and Robert Martuza, MD, chief of the Department of Neurosurgery. MEEI specialists were Daniel Lee, MD, FACS; Ron de Venecia, MD, PhD; and Michael McKenna, MD. William Hitselberger, MD, of the House Ear Institute, the first neurosurgeon to perform the procedure, also participated. Follow-up care is being provided at MEEI.

06.26.09

Leadership meeting provides key updates

THE MGH BUDGET, the patient experience, leadership meeting survey results, and privacy and confidentiality were featured topics of the June 17 leadership meeting for managers and supervisors hosted by MGH President Peter L. Slavin, MD.

Drawing attention to the opening phrase of the MGH mission statement, "Guided by the needs of our patients and their families," Richard Corder, senior director of Service Improvement, shared plans for an upcoming campaign that will focus upon sharing stories that demonstrate how the actions of all employees play a critical role in shaping the patient experience at the hospital. He explained that the comments of patients, their families and employees often get to the specifics of what has been accomplished. Later this summer, a multidepartmental service leadership group and communications committee will launch the campaign to share these comments and stories. The initiative will include poster displays, newsletter stories and broadcast e-mails. To gather the "Voice of the MGHer," he encouraged managers to both submit stories that describe excellent service as well as request these stories from their staff. More information about the campaign will be sent to managers in the coming weeks.

Next, Allison Rimm, vice president of Strategic Planning and Information Management, reported the results of a survey recently disseminated to managers asking for feedback about the leadership meetings. Most respondents were satisfied with the frequency of the meetings, topics and speakers. A concern indicated by the survey was the capacity of the O'Keeffe Auditorium where the meetings are held. Rimm explained that as a result of this feedback, methods are being explored to provide interested employees access to the information presented during each meeting. Respondents also indicated that they would appreciate additional forums, such as town-hall-style meetings, which would provide managers and employees an opportunity to learn more about topics of importance to them. Further planning and preparations are in process to address these suggestions.

TO HELP ENSURE THE ONGOING SECURITY OF CONFIDENTIAL INFORMATION, THERE ARE RANDOM RECORD ACCESS AUDITS, ANNUAL CLINICAL SYSTEMS AUDITS AND SURVEILLANCE ROUNDS ACROSS THE HOSPITAL.

Providing an update on the budget, Sally Mason Boemer, senior vice president of MGH Finance, thanked managers for their hard work contributing to the creation of the fiscal year 2010 budget. She explained that at the beginning of the process, there was a significant budget gap, but this was reduced using a "top down" prioritization methodology. New volume and revenue helped to fund "first draw" or uncontrollable expenses, as well as some new programs and expenses in departments experiencing growth. The key drivers of revenue growth are an estimated 5 to 6 percent increase in outpatient activity, a 1.6 percent growth in inpatient discharges and new research revenue attributable to the economic stimulus funding. Mason Boemer noted that expense growth is currently consistent with revenue growth and will require careful monitoring, given changes in the external environment regarding use of services. In closing, she explained that this year's budget cycle time was reduced, and the management team is currently finalizing details to close the remainder of the budget gap. She estimates the final budget will be submitted July 16.

Sharing an update on the hospital's privacy policy, Deborah Adair, MPH, MS, RHIA, privacy officer and director of MGH Health Information Services, reminded managers that confidential hospital information, including electronic information and paper documents, must be safeguarded at all times. To help ensure the ongoing security of confidential information, there are random record access audits, annual clinical systems audits and surveillance rounds across the hospital. Along with these measures, a research project, known as MAP (Monitoring Access Patterns), will be introduced that will automatically flag suspicious or inappropriate access attempts. Adair explained that regulations found within the new U.S. American Recovery and Reinvestment Act will further enhance MGH privacy and security. She went on to describe several of the steps hospital management is taking to ensure compliance with the new act.

IT'S A RAP: Debra Mahoney, LPN, of the Revere HealthCare Center, sang "The Universal Protocol Rap."

Singing to their hearts' content

SOME SANG GOSPEL CLASSICS with soul. Others performed show tunes with style. Still others chose today's hits to showcase their vocal talents. No matter what they sang, all 40 MGHers had one goal in mind: to be the next MGH star performer.

Six employees emerged as finalists from two sets of auditions at the Richard B. Simches Research Center auditorium June 10 and 12. The singers will compete for the 2009 MGH Star Performer title during the June 30 Annual Employee Summer Picnic at noon in the Bulfinch Tents.

This year's finalists were chosen by four hospital judges: Nancy Marshall, director of the Warren Library; Bonnie Michelman, director of Police and Security; Milton "Scotty" Scott, of Buildings and Grounds; and Athelstan Bellerand, administrative director of Pediatric Surgery. The first prize winner of the competition will be determined by an audience vote and announced at the picnic.

For more information about the MGH Star Performer event, send an e-mail to *mghhrevents@partners.org*.

Excellence Every Day Safety Champion program

AS PART OF THE hospitalwide effort to promote Excellence Every Day – the ongoing focus on quality and safety – the MGH Imaging Department has launched an Excellence Every Day Safety Champion program rooted in peer-to-peer education and encouragement. Comprising more than 20 champions representing 17 areas, the program kicked off June 4 with a one-day retreat at the Richard B. Simches Research Center auditorium. More than 50 MGHers attended the event.

"We recognize that quality and safety are elements of patient care for every day, moving us away from sporadically 'getting ready' during times of regulatory visits to a continual high level of excellence at all times for each and every patient," says Karen Miguel, Imaging Patient Safety Officer. "It is more evident that these everyday elements are best supported and disseminated by those directly delivering care. So we are excited to implement this program across all areas of Imaging."

PROMOTING EXCELLENCE EVERYDAY: MGH Imaging safety champions launched their program June 4.

The safety champions are front-line staff members who, along with their managers, serve as local resources promoting safety and reliability in their work area. The safety champion supports his or her colleagues in understanding Joint Commission national patient safety goals and the elements of evidence-based care. Safety champions – much like the champions of Patient Care Services and the Ambulatory Practices – are working creatively to share valuable knowledge to help colleagues understand and navigate the complexities of the regulatory requirements that govern practice.

Besides celebrating the safety champions, the June 4 retreat featured a number of guest speakers who encouraged the champions and shared key advice at the launch of the endeavor.

The MGH Imaging Safety Office, in collaboration with the Quality and Safety Council's Compliance subcommittee, are sponsors of the Imaging Safety Champion program. For more information, contact Miguel at *kmiguel@partners.org.* ■

Klibanski named first Guthart Professor

ANNE KLIBANSKI, MD, was honored May 29 in a ceremony at Harvard Medical School (HMS) as the first incumbent of the Laurie Carrol Guthart Professorship in Medicine in the Field of Neuroendocrinology. The chair was established in 2008 by Leo A. Guthart, MBA, DBA, and his family members: Rebecca Guthart, Margaret Guthart Strauss and Edward Strauss. Jeffrey Flier, MD, dean of the Faculty of Medicine at Harvard University, hosted the event, which featured remarks by Guthart and Klibanski, as well as Peter L. Slavin, MD, MGH President; and Dennis Ausiello, MD, chief of the MGH Department of Medicine.

"It gives our family great pleasure to be here today and to establish the Laurie Carrol Guthart Professorship in Medicine in honor of my late wife," said Guthart. "As a family, we thought a chair in Laurie's name would be a wonderful way to honor her memory and, at the same time, to show our gratitude to a truly wonderful and unusual doctor."

KLIBANSKI

Guthart and his family have a close history with Harvard. Guthart received an undergraduate degree in physics from the university in 1958, and a master's in business administration in 1960 and a doctorate of business administration in 1966, both from Harvard Business School. His daughters, Rebecca and Margaret, graduated from Harvard in 1985 and 1988 respectively, while his wife, Laurie, was a 1960 graduate of Radcliffe College.

Through his work with the Cold Spring Harbor Laboratory, Guthart became interested in the MGH Neuroendocrine Unit research using novel technologies to identify genes involved in pituitary tumors.

"The honor celebrates the distinguished role that Dr. Klibanski has had in creating a rigorous research career with the patient at its center," said Ausiello.

Klibanski, an internationally renowned physician/investigator in the area of pituitary and neuroendocrine disorders, is the chief of the Neuroendocrine Unit in the Department of Medicine, director of the Neuroendocrine and Pituitary Tumor Clinical Center and currently serves as chief of the Endocrine Division. A clinical and translational investigator, Klibanski heads the inpatient and outpatient facilities and core laboratories in the Harvard Catalyst Clinical and Translational Science Center.

"This chair will enable continued leadership of the MGH in research, clinical care and training in neuroendocrinology and pituitary disorders," said Klibanski. "Neuroendocrinology is a multidisciplinary field, and the establishment of this chair recognizes the promise and excitement of this scientific and clinical area." ■

— Operations support services

(Continued from page 1)

dedication, teamwork and selflessness Diaz embodied.

In her nomination of Cyprien, Susan Barraclough, MS, RD, director of Nutrition and Food Services, wrote: "We hear almost daily about Jean; his willingness and attitude to make 'something right' is well known. But I must say that it is his actions behind the scenes that set him apart. No matter what, he does not let a team member down."

John Driscoll, assistant director of Police and Security, used similar words to describe McDonough. "I have seen and heard of hundreds of examples where Mark has affected patients, family members and staff members in wonderful ways. He is probably the most caring person with whom I have ever worked."

More than 4,000 employees attended the annual appreciation event. Lunch was served for day-shift employees, and an early afternoon and late-night dinner were served for second- and third-shift employees.

"It is so appropriate to have this presentation during Operations Support Staff Day," said Jean Elrick, MD, senior vice president for MGH Administration. "I know that each of you and your co-workers really keep the MGH running on a day-to-day, week-to-week, year-to-year and decade-to-decade basis. I thank you on behalf of the whole MGH community for your tireless efforts for our patients and staff." ■

WHAT'S HAPPENING

Research participation education seminar

The MGH Clinical Research Program and Clinical Research Center are sponsoring a luncheon seminar "Research Participant Education: Strategies for Engaging Potential Research Subjects" July 8 from noon to 1 pm in the Simches Research Center, Room 3.110. Diane Simmons, president and CEO of the Center for Information and Study on Clinical Research Participation, and Enrico Cagliero, MD, director of the Research Subject Advocate Program at the MGH Clinical Research Center, will discuss techniques and tools available to help explain clinical research to potential participants. To register, visit *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at 617-726-5010.

Blood Donor Center summer promotions

The MGH Blood Donor Center will offer free chair massages for donors July 7 from 11 am to 3 pm. The center also will sponsor an "Xtreme Summer Fun" program throughout July, when all donors will be entered into a raffle to win prizes such as a zip-line canopy tour for two; a 60-day Charles River boat pass; and a complete racing package for two from F1 Racing. For more information or to schedule an appointment, call 617-726-8177.

Change in *Hotline* schedule

MGH Hotline will not be published July 3. The regular publication schedule will resume July 10. For more information, call 617-726-2206 or e-mail *hotline@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering the following free events for seniors ages 60 years and older: a hypertension screening July 6 from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St., and a lecture "Money Management During Difficult Times" July 9 from 11 am to noon in the Haber Conference Room with Julie Bernick, regional director of Education and Community Relations at Consumer Credit Counseling Services. For more information, call 617-724-6756.

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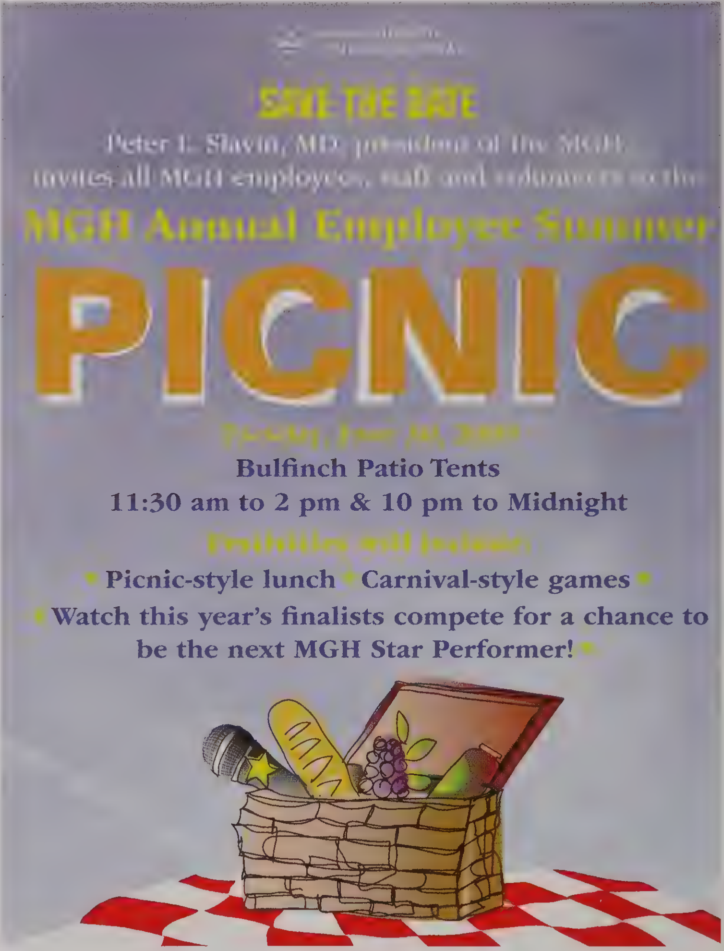

SAVE THE DATE

Peter L. Slavin, MD, president of the MGH invites all MGH employees, staff and volunteers to the

MGH Annual Employee Summer

PICNIC

[illegible]

Bulfinch Patio Tents

11:30 am to 2 pm & 10 pm to Midnight

Festivities will include:

• Picnic-style lunch • Carnival-style games •

• Watch this year's finalists compete for a chance to be the next MGH Star Performer! •

IN GENERAL

Four MGH faculty were honored June 11 with Harvard Medical School's (HMS) excellence in mentoring awards. **Tayyaba Hasan, PhD,** a professor of dermatology at the Wellman Center for Photomedicine and director of the MGH Office for Research Career Development, was named the recipient of the William Silen Lifetime Achievement in Mentoring Award honoring mentors who have served for 20 or more years. **Maurizio Fava, MD,** vice chair of the Department of Psychiatry, and **Carlos Fernández-del Castillo, MD,** director of the Liver, Biliary and Pancreas Center, was honored with the A. Clifford Barger Excellence in Mentoring Award, which recognizes those who embody the same commitment to mentorship as the late A. Clifford Barger, MD, who mentored countless students during his nearly 50-year HMS career. **Andrew Karson, MD, MPH,** director of the Clinical Decision Support Unit, received the Young Mentor Award, presented to outstanding mentors with fewer than 10 years of service.

07.10.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH
Star
Performer

MGH PICNIC ROCKS AND ROLLS

Star Performer contestants sing for hundreds of MGHers

ANOTHER DAY of cloudy weather did not dampen the spirits of MGHers attending the June 30 Annual Employee Summer Picnic hosted by MGH President Peter L. Slavin, MD. More than 10,000 staff and employees gathered on the Bulfinch lawn to enjoy carnival games, lunch prepared by MGH Nutrition and Food Services and special performances from colleagues participating in the second annual MGH Star Performer competition. As a special treat, MGHers had an opportunity to meet and have their photo taken with New England Patriots players Logan Mankins and Dan Koppen.

The Bulfinch Tents rocked and rolled at noon, as the MGH Star Performer competition kicked off, featuring six talented vocalists vying for the coveted title. Finalists Daniel Hamilos, MD, of the Division of Rheumatology, Allergy and Immunology; Joan Blue of the Institute for Health Professions School of Nursing; Louis Jordan of Materials Management; Angela Byers of Partners Graduate Medical Education; Elizabeth Zhang of the Center for Systems Biology; and Michelle Dorn of Immunopathology entertained the hundreds who assembled to listen

(Continued on Page 3)

&11

Third time's a charm at Health and Fitness Expo

FOR THE THIRD YEAR, the MGH and other Partners HealthCare hospitals joined Channel 7 NBC/CW56 to present the Health and Fitness Expo June 27 and 28 at the Hynes Convention Center. An estimated 70,000 people attended the two-day event, including 90 MGH volunteers.

The expo, which is free to the public, was established with the goal of improving the health of local communities. This year, visitors were encouraged to maintain healthy lifestyles by taking part in a variety of activities, including health screenings, cooking demonstrations and interactive fitness programs for children and adults. Celebrity appearances also drew large crowds to the event.

Staff from the MGH and MassGeneral Hospital *for* Children promoted active, healthy lifestyles and disease prevention for visitors of every age. Two popular activities at the expo were nutrition counseling sessions, courtesy of MGH Nutrition and Food Services, and stress tests offered by the Benson-Henry Institute for Mind Body Medicine. Other MGH departments and centers represented at the event were the Diabetes Unit, the Division of Dentistry, the Heart Center, the Vascular Center, the Cancer Center, the Physical Medicine and Rehabilitation Service, and the Department of Anesthesia, Critical Care and Pain Medicine.

Health
& fitness EXPO
CW56

HEALTHY SMILES: Tedy Bruschi, of the New England Patriots, met fans of all ages at the expo.

07.10.09

The MGH and BWH lead initiative to improve access for persons with disabilities

MANY ASSOCIATE THE TERM "health care disparities" with gaps in the quality of health and health care among ethnic, racial and socioeconomic populations. But national studies point to another group that experiences health care disparities as well – the disabilities community. It is a sobering fact that individuals with disabilities across the United States face a number of barriers to health care, such as limited physical access to and at health care facilities, inadequate training of medical staff treating patients with disabilities, and insufficient equipment and devices for patients and visitors with disabilities.

To address these concerns, in 2003, Marianne Spicer, then-director of MGH Corporate Compliance, and Jeff Davis, senior vice president for MGH Human Resources, established the MGH Council on Disabilities Awareness (CDA). Chaired by Carmen Vega-Barachowitz, MS, CCC-SLP, director of Speech, Language, Swallowing and Reading Disabilities, and Oz Mondejar, vice president of Human Resources for Partners Continuing Care, the CDA comprises members from across the MGH, including representatives from patient care services, human resources, facilities, support services and senior management, as well as a number of patient participants. Through its commitment to improving care for people with disabilities, the CDA has developed key collaborations with local organizations such as the Boston Center for Independent Living (BCIL) and the Massachusetts Commission for the Blind to identify and sponsor hospital initiatives to address disabilities-related matters at the MGH.

"The mission of the Council on Disabilities Awareness seeks to move beyond mandates of compliance to fostering a welcoming environment for patients with different disabilities," says Vega-Barachowitz. "Many of the changes the council has initiated over the past six years have greatly benefited patients and visitors. The participation of employees from across the hospital, as well as the critical input from our council members with disabilities, have helped us to not only increase awareness of disabilities concerns but also to enhance the environment throughout the hospital."

IMPROVING ACCESS TO CARE: From left, Mondejar and Vega-Barachowitz

Recently, the MGH and BWH – under the auspices of MGH President Peter L. Slavin, MD, BWH President Gary Gottlieb, MD, and the disability councils from both institutions – collaborated with BCIL leaders to launch a comprehensive initiative reaffirming the hospitals' and Partners HealthCare's commitment to focusing on the special needs of people with disabilities at each hospital. At an event June 26 at the MGH to celebrate the collaboration, Slavin and Gottlieb were joined by guest speakers Lisa Iezzoni, MD, MSc, director of the MGH Institute for Health Policy; Bill Henning and Karen Schniederman, of the BCIL; Stacey Berloff and Pamela Daly, patients representing the disabilities community; Dan Manning of Greater Boston Legal Services; and Massachusetts Secretary of Health and Human Services JudyAnn Bigby, MD. Each offered moving remarks thanking the MGH, BWH and Partners for their collaborative work with the BCIL and patients with disabilities pioneering the historic plan that stands to serve as a model across the commonwealth and beyond for equitable health care, services and access for people with disabilities.

"Even under the best of circumstances, visiting a hospital for care can be an intimidating experience," says Mondejar. "For the millions of Americans who have a limiting disability, it can be all the more challenging. Assumptions can create barriers themselves. One way to prevent the potential for misunderstanding is to include the individual by asking questions when in doubt, listening carefully and communicating effectively." ■

MASSACHUSETTS GENERAL HOSPITAL
Mass General LGBT Employee Resource Group
SUPPORTING DIVERSITY
LGBT
Employee Resource Group

TAKING PRIDE IN DIVERSITY: MGH LGBT Employee Resource Group members at Boston's 2009 Pride Parade

Supporting diversity

IN CELEBRATION of Boston Pride 2009, the MGH Lesbian, Gay, Bisexual and Transgender (LGBT) Employee Resource Group sponsored a contingent to march in the city's annual Pride Parade June 13. The event, which comprised 200 groups representing LGBT community interests and Boston business entities, was viewed by thousands of spectators from the South End to Government Center. More than 40 members of the MGH LGBT group participated this year by carrying a banner showing the MGH's commitment to supporting diversity in the community.

For more information on the MGH LGBT Employee Resource Group, e-mail *LGBTmgh@partners.org* or visit *www.massgeneral.org/lgbt.*

Two MGH physicians honored with inaugural HMS professorships

TWO MGH PHYSICIANS recently were honored as the first incumbents of two new endowed chairs at Harvard Medical School (HMS).

OGILVY

Christopher S. Ogilvy, MD, director of the MGH Endovascular and Operative Neurovascular Surgery, the Brain Aneurysm/Arteriovenous Malformation Center and the Cerebrovascular Surgery Unit, has been nominated the first incumbent of the Robert G. and A. Jean Ojemann Professorship in Surgery in the field of Neurosurgery. The professorship was established in honor of Robert Ojemann, MD, a longstanding member of the MGH Neurosurgical Service for nearly 50 years, and his wife, Jean.

Ogilvy, an internationally recognized neurovascular neurosurgeon, has worked at the MGH for more than 24 years. He will begin his appointment following a one-year fellowship in endovascular surgery at the University of Buffalo. A ceremony to honor Ogilvy was held June 9 at HMS.

"Dr. Ojemann and his wife, Jean, set a tone within the department that is still felt today," says Ogilvy. "It is fitting that with such a long and positive history at the institution, their influence will be made permanent in the form of the professorship."

STERN

Theodore A. Stern, MD, chief of the MGH Psychiatric Consultation Service, is the first incumbent of the Professorship in Psychiatry in the field of Psychosomatic Medicine/Consultation. The chair honors Ned H. Cassem, SJ, MD, former chief of the department and a highly respected physician who worked in the MGH Department of Psychiatry for more than 40 years.

Stern was recognized at a ceremony June 24. Since his arrival at the MGH in 1976, he has focused his efforts at the interface of medicine and psychiatry as an award-winning teacher, clinician, clinical researcher and editor.

"I consider it a privilege to hold a chair created in honor of Dr. Cassem, who has exemplified the virtues of the quintessential physician and leader," says Stern.

MGH and BWH: Partners for the acute care documentation project

IN A THREE-DAY RETREAT bringing together key clinical and administrative minds from the MGH, BWH and Partners Information Systems (IS), more than 150 caregivers and staff members convened at the Newton Marriott Hotel June 8 through 10 to share their insight, perspectives, working knowledge and vision for one of the largest and most ambitious MGH and BWH collaborations in recent years – the Acute Care Documentation (ACD) project. The retreat focused on merging representatives from the three entities and vendor iMDsoft into groups of "accelerated design sessions," in preparation for the implementation of a product called MetaVision.

Set to launch in 2010, MetaVision transitions MGH and BWH from paper to electronic medical records, replacing paper flow sheets, assessments and notes, also known as "the green books and gray books." With the ACD system, clinicians from both hospitals will be able to share patient information and develop integrated plans of care. In addition, researchers from both hospitals will have access to an expanded clinical database.

"The accelerated design sessions that took place during the three-day retreat and a previous May session have helped gather vital information from which we can standardize and agree on content for items in preparation for the transition to electronic documentation," says Deborah Adair, MPH, MS, RHIA, director of MGH Health Information Services.

Adds James McFarland, MD, MGH Heart Center physician and ACD physician representative, "Ultimately, the success of the ACD project relies on the participation of departments across both institutions. These collaborative forums that recently took place were very successful in reaching a consensus and feedback from key individuals representing those who will be using the system. We greatly appreciate all of those from BWH and the MGH who took the time to share their valuable insight and knowledge."

"Through the accelerated design process, we have gathered an impressive group of MGH and BWH clinicians deeply committed to improving patient care by automating the health record," says Sally Millar, RN, director of MGH Patient Care Services (PCS) Informatics and ACD PCS representative. "This project establishes the foundation that will catapult us into the future of electronic health information."

Both the MGH and BWH are planning to conduct user acceptance pilots of the new system in November 2010. At the MGH, pilot units will include Ellison 4, Ellison 9 and White 9. In the meantime, clinicians, administrators, Partners IS staff and iMDsoft consultants will continue to prepare the new system to cohesively work at each hospital and between the two entities.

For more information about the ACD project, contact Adair, at *dadair@partners.org;* McFarland, at *jmcfarland2@partners.org;* Millar, at *smillar@partners.org;* Ann McDermott, RN, at *amcdermott4@partners.org;* or Michele Cullen, RN, *mcullen1@partners.org.* ■

— Picnic rocks

(Continued from Page 1)

and cast their votes for who should be crowned MGH Star Performer. The winner announced at the picnic was Blue, whose rendition of "Lean on Me" amazed guests and earned the most votes.

Bonnie Michelman, director of MGH Police and Security, was one of four judges in this year's competition. "You blew me away with your audition, and you blew me away here again today," she told Blue.

Maureen Khalil, of the MGH Budget Office, was one of the many who attended the picnic. The highpoint of the event for her was meeting the Patriots players. "As a huge Patriots fan, I was excited to have the opportunity to meet a couple of the players," she said. "It certainly was not your typical day at the office!"

To view a video of each Star Performer contestant's performance, access *http://is.partners.org/hr/New_Web/mgh/MGH_StarPerformer.htm.* ■

07.10.09

MGH HOTLINE

WHAT'S HAPPENING

Save the date for R. William Gange Lecture
The MGH Wellman Center for Photomedicine will host the annual R. William Gange Lecture Nov. 5 at 5:30 pm in the O'Keeffe Auditorium. A reception will begin at 5 pm. Rox Anderson, MD, director of the Wellman Center, will present "Photodynamic Therapy: The Times are a Gange-ing." For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

Clinical trials course
The MGH Clinical Research Program, the Infectious Disease Unit and the General Clinical Research Center are sponsoring "Design and Conduct of Clinical Trials" Mondays and Thursdays in September and October from 5 to 6:15 pm in the Trustees Room. Physicians with an interest in clinical trials will be introduced to the theoretical and practical issues facing researchers. Participants will learn how to envision, plan, develop and execute effective clinical trials. For a full schedule or to register, visit *http://hub.partners.org/catalog*. For more information, contact Lauren Michaels at 617-726-5010.

MGH Senior HealthWISE
MGH Senior HealthWISE will offer a lecture "Oral Health" for seniors ages 60 years and older July 16 from 11 am to noon in the Haber Conference Room. Yana Posemeynik, DMD, of the Department of Oral and Maxillofacial Surgery, will present. Book club discussions have been suspended for July and August and will reconvene Sept. 17. The summer reading theme is "culinary." For the summer reading list or more information, call 617-724-6756.

Laughter yoga
The Benson-Henry Institute for Mind Body Medicine is offering a laughter yoga class July 24 from 5 to 6 pm in the Thier Conference Room. Laughter yoga combines laughter exercises with relaxing yogic breathing techniques to relieve stress, enhance mood and improve health. No previous yoga experience is necessary, just a desire to laugh and cultivate joy. The class is led by Laura Malloy, a certified laughter yoga teacher. To register, call 617-724-3113 or e-mail *lsussman@partners.org*.

MGH Institute of Health Professions information session
The MGH Institute of Health Professions is hosting an Accelerated Bachelor of Science in Nursing information session July 30 from 6 to 8 pm at the Charlestown Navy Yard, 36 First Ave. Various faculty and staff members will be available to answer questions regarding the application process, prerequisite courses and financial aid. To register, call 617-726-0422 or e-mail *infosessions@mghihp.edu*.

MGH 1811
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MGH*f*C named to best pediatric hospitals list

THE MASSGENERAL HOSPITAL *FOR* CHILDREN (MGH*f*C) has again earned a spot on *U.S. News & World Report's* annual honor roll of the nation's top pediatric hospitals. The MGH*f*C was ranked against nearly 100 children's hospitals nationwide and is one of only two pediatric hospitals in Boston to make the list. Several individual MGH*f*C specialties were recognized for their excellence, including Kidney Disorders, for which MGH*f*C ranked six, and Diabetes/Endocrine Disorders, for which MGH*f*C ranked 11. Also among the MGH*f*C top listed specialties were Neurology and Neurosurgery; Digestive Disorders; and Respiratory Disorders.

On making the list, Ronald E. Kleinman, MD, MGH*f*C physician-in-chief, says, "We are delighted to be ranked among the best children's hospitals and to be able to deliver the best family-centered care possible to all our patients."

The *U.S. News & World Report's* ranked hospitals were chosen based on reputation, outcome and care-related indicators such as nurse staffing levels and patient volume. For more information about the "Best Children's Hospitals," visit *www.usnews.com*.

US News & World Report
America's Best Children's Hospitals 2009-10

IN GENERAL

The MGH Institute of Health Professions School of Nursing's Accelerated Bachelor of Science in Nursing (ABSN) and Doctor of Nursing Practice (DNP) programs have been given initial accreditation by the Commission on Collegiate Nursing Education. The accreditation, which also includes the school's Master's of Science in Nursing, runs through June 2014. Additionally, the New England Association of Schools and Colleges has included the ABSN and DNP within its Commission on Institutions of Higher Education's accreditation. The DNP accreditation is one of the first four in the country granted by the organization.

Reza Forghani, MD, PhD, a neuroradiology fellow in the MGH Department of Radiology, the Center for Molecular Imaging Research and Center for Systems Biology, has been awarded a 2009-2010 Radiological Society of North America (RSNA) Research Fellow Grant. Forghani's research project is "Molecular Imaging of the Inflammatory Enzyme Myeloperoxidase in Murine Cerebral Ischemia."

Julie Cronin, RN, BSN, staff nurse on Bigelow 7, is the recipient of the MGH Cancer Center's 2009 Oncology Nursing Career Development Award. The honor, funded by the Friends of the MGH Cancer Center, recognizes a staff nurse who consistently demonstrates excellence in delivering care to cancer patients, serves as a role model to others and has a commitment to professional development. Cronin was honored at a ceremony June 26.

07.17.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The MGH ranks among America's Best Hospitals

THE MGH HAS AGAIN been ranked among the nation's top hospitals in the *U.S. News & World Report's* annual publication of America's Best Hospitals, ranking fifth nationally. This year's survey listed 21 hospitals on its annual honor roll from among the 4,861 considered from across the nation.

The MGH was rated among the top in the following specialties: cancer, diabetes and endocrine disorders, geriatric care, gynecology, heart and heart surgery, kidney disorders, neurology and neurosurgery, orthopædics, psychiatry, respiratory disorders, rheumatology and urology. For the 14th consecutive year, MGH Psychiatry was ranked the leading program in the country. This year, recognizing the longstanding collaboration and physical connection between Massachusetts Eye and Ear Infirmary (MEEI) and the MGH, *U.S. News & World Report* noted the MGH when it listed MEEI as number four in ophthalmology.

Rankings in 12 of the 16 total specialties were determined through a methodology that included such factors as reputation, death rate, patient safety and care-related factors such as nursing and patient services. In four specialties – ophthalmology, psychiatry, rehabilitation and rheumatology – ratings were based on reputation alone, determined by surveying a random selection of physicians in those specialties.

The complete list of America's Best Hospitals is available in the *U.S. News & World Report* that will appear on newsstands July 21. For more information about the list, visit *www.usnews.com/besthospitals*.

U.S. News and World Report MGH Rankings

Cancer	7
Diabetes and Endocrine Disorders	2
Digestive Disorders	4
Ear, Nose and Throat	28
Geriatric Care	4
Gynecology	9
Heart and Heart Surgery	4
Kidney Disorders	4
Neurology and Neurosurgery	4
Ophthalmology (MEEI)	4
Orthopædics	3
Psychiatry	1
Respiratory Disorders	5
Rheumatology	6
Urology	11

ELIMINATING HEALTH CARE DISPARITIES: From left, Norman, King and Robinson

Making a House Call

MGH Disparities Solutions Center faculty member testifies at State House

THE MGH DISPARITIES SOLUTIONS CENTER (DSC) is dedicated to the development and implementation of strategies that advance policy and practice to eliminate racial and ethnic disparities in health care. Established in 2006, the center has played an important role in leading this charge, drawing attention to and having a voice in the issue of health care disparities on local, state and national levels.

At a June 9 Massachusetts State House hearing, Roderick King, MD, MPH, senior faculty member of the DSC, addressed the Joint Committee on Public Health on behalf of the MGH to request the support of two pending bills: "An act eliminating racial and ethnic health disparities in the commonwealth" and "An act to establish community-based grant programs to eliminate racial and ethnic health disparities in the commonwealth." King, who has worked at the MGH as a clinician, researcher and administrator on efforts to reduce health care disparities, was joined by Nancy Norman, MD, MPH, chief medical officer of the Boston Public Health Commission, and Frank Robinson, PhD, director of Community Health Planning at Baystate Medical Center, to endorse the bills that together would help establish an infrastructure and resources to move the state forward in reducing and ultimately eliminating the gaps in health and health care among racial and ethnic minorities.

"The issue of health disparities is complex and challenging," said King at the hearing. "It will take resources and consistent attention to improve. … When we reduce these disparities, we reduce health care costs, as healthier communities need fewer and less expensive health care services. When we reduce disparities, we create healthier communities that can contribute more fully to all of the state's activities. Reducing health disparities benefits everyone in Massachusetts. This is an investment in both our population's health and the state's economy."

For information about the MGH DSC, access *www2.massgeneral.org/disparitiessolutions.* ■

Imam Talal Eid goes to Washington

IMAM TALAL EID, ThD, MGH Muslim chaplain, recently traveled to Washington, D.C., to report on and discuss the state of global religious affairs as part of a distinguished group of leaders meeting with U.S. Secretary of State Hillary Clinton. As a member of the United States Commission on International Religious Freedom (USCIRF), an independent, bipartisan U.S. federal government commission, Eid served as the official Muslim representative at the June 8 private meeting at the State Department.

"Imam Talal was chosen for his moderate views, his ability to speak and listen with common sense and his knack for bringing divergent groups to consensus," says Michael McElhinny, MDiv, director of the MGH Chaplaincy Department.

Eid's responsibilities on the commission include reviewing violations of international religious freedoms and making policy recommendations to the president, secretary of state and Congress.

Participants joined Secretary Clinton in discussing a number of religious concerns, including a resolution before the United Nations that would oppose violations of religious freedoms, the role of the State Department in key international legal cases and possible plans for the president to appoint a new ambassador-at-large for International Religious Freedom.

"Imam Tala combines the intelligence, persistence and hard work acknowledged by U.S. leaders with compassion and comfort," says McElhinny. "We are blessed to have him with us at the MGH to minister to Muslim patients, families and staff and to be a key member of our Interfaith Chaplaincy team." ■

DISCUSSING INTERNATIONAL RELIGIOUS FREEDOMS: Eid, seated second from left, at the June 8 meeting with the USCIRF and Secretary Clinton, fifth from right

SUCCESS STORIES: Calverley, left, and Harrell

ProTech opens doors for program graduates

FOR NEARLY 20 YEARS, the MGH Center for Community Health Improvement has sponsored the ProTech program, a 20-month internship program that provides work-based career exploration and preparation for juniors and seniors from East Boston High School and Health Careers Academy. As a result of their experiences with the program, graduates often decide to continue their education in health care and science.

Melissa Calverley, a medical assistant in the MGH Cancer Center, and Terence Harrell, a pharmacy technician in the Department of Pharmacy, are two ProTech 2004 graduates whose experiences at the MGH inspired them to pursue further training and education. Today, both work full-time at the hospital.

Through ProTech, Harrell began working in the Department of Pharmacy at age 16. On the day of his graduation from the program and after two years of part-time work in the department, Harrell was offered a full-time position by his manager. Since then, he has earned a certificate in laboratory science from Boston University School of Medicine's CityLab Academy, as well as a pharmacy certificate from the National Board of Pharmacy. Currently, he is working toward a biology degree from the University of Massachusetts at Boston and plans to attend pharmacy school.

"I really enjoyed the experiences I had at the MGH through ProTech," he says. "The program opens so many doors."

Calverley agrees. During her two years as a ProTech intern, she worked on White 11 in the Department of General Medicine. It was there that she decided she wanted to work in health care.

"I don't think I'd be where I am today without ProTech," says Calverley.

After graduating from high school and the program, Calverley attended Salem State College, where she began working toward a degree in nursing. She returned to the MGH working per diem during the summers. In 2006, Barbara Cashavelly, MSN, RN, AOCN, nurse director for the Cancer Center, offered her a full-time

(Continued on page 4)

Robotic-assisted system for minimally invasive heart surgery

THE MGH CARDIAC SURGICAL TEAM welcomed its newest member last month – the da Vinci Surgical System. The high-tech system made its debut in the cardiac operating room, allowing surgeons to perform complex minimally invasive procedures with more control and less down-time for patients.

"For the right patient, robotic-assisted cardiac surgery can be a great option, allowing patients to recover more quickly and with less pain," says Arvind Agnihotri, MD, director of Cardiac Surgery Quality Improvement, the MGH cardiac surgeon who began using the robotic-assisted device for coronary artery bypass and mitral valve repair procedures in June.

In traditional open heart surgery, surgeons make a large incision down the chest and split the patient's breastbone. However, the miniaturized instruments of the da Vinci Surgical System allow surgeons to access the heart and its vessels through tiny incisions between the ribs, resulting in less blood loss and pain, a faster recovery and a lower risk of infection.

"This system has the potential to reduce post-surgery hospitalizations to just three days and perhaps no more than a week before patients can get back to their daily routines," says Agnihotri.

PHOTO: COURTESY OF INTUITIVE SURGICAL, 2009

The robot's instruments are guided by the movements of the surgeon, who is seated at a console with a magnified, high-resolution, three-dimensional image of the surgical site. The device translates the surgeon's hand movements into precise micro-movements. The system allows the surgeon to work with more dexterity and a broader range of motion during these complex procedures.

"While robotic-assisted surgery may not be the best option for all patients, it's important for a comprehensive surgical program to offer a full range of options," says Agnihotri. "We are excited about the opportunities presented by the da Vinci Surgical System and other minimally invasive techniques that are in the research pipeline." ■

New logo results from creative collaboration

THE NEW MGH INNOVATIONS SUPPORT CENTER, established to help MGH inventors advance their ideas from innovation to commercialization, recently called on the creative young minds of ProTech interns to help design the center's logo. ProTech, an initiative of the MGH Center for Community Health Improvement (CCHI), is a program that enables students from East Boston High School and Health Careers Academy to explore career opportunities in health care and science through paid internships at the MGH.

Over the course of four meetings, Harry DeMonaco, MS, director of the center, and other Innovations Support Center staff, along with Dan Correia, of CCHI, Robert Kacmarek, PhD, of MGH Respiratory Care Services, and Aaron Panone, of Tangible Design, an engineering company that works with the center, guided the students through the innovation process. Nineteen students signed on for the four-session program, with 11 students participating in the logo design portion.

IMAGINATION AT WORK: Front row, from left, Getzabel Guevara, Jeny Perez, Fatima Guevara, Marta Guerrero, Pena and Erik Henriquez. Back row, from left, DeMonaco, Shanbhag, Solorzano, Stephanie Leon and Damian Campanella

During the final session, participants split into three teams to come up with designs that would best represent the center and its mission, such as a fish swimming against the current. The final decision, DeMonaco says, was a difficult one. A group of advisors to the center, who served as judges for the logo competition, were thoroughly impressed with each design.

The winning idea, announced June 24, was an image of a paper airplane created by students Tonia Pagliuca, Natasha Pena and Henry Solorzano. Mark Meyer, MD, MPH, MS, PhD, of the MGH Laboratory of Computer Science, took the paper airplane concept and incorporated it into a final design featuring the center's full name and the MGH logo. The winners received a small cash prize, and all participants received specially designed T-shirts featuring the logo.

To learn more about the center, contact Christiana Iyasere, MD, at *ciyasere@partners.org;* Arun Shanbhag, MBA, PhD, at *ashanbhag@partners.org;* DeMonaco at *hdemonaco@partners.org;* or the center at *isc@partners.org.* ■

Pinning ceremony

NURSING STUDENTS in the first Accelerated Bachelor of Science in Nursing (BSN) class at the MGH Institute of Health Professions received commemorative pins during a June 9 ceremony in the Bulfinch Tent. The pinning ceremony is a traditional event during which nursing school faculty welcome new graduates into the nursing profession. The 14-month Accelerated BSN program was established in May 2008 to offer a fast-paced yet in-depth nursing education to college graduates with a bachelor's degree in another field. The first class officially graduates in September.

CELEBRATING ACHIEVEMENT: School of Nursing Dean Margery Chisholm, RN, EdD, CS, ABPP, left, pins student Katelyn O'Toole as Accelerated BSN program Assistant Director Alexandra Paul-Simon BS, MS, PhD, looks on.

— ProTech

(Continued from page 2)

position. Calverley will return to school this fall, transferring to Simmons College, where she will begin a program that enables students to obtain both a bachelor's and master's degree in nursing.

"The return on investment in youth development is not immediate; however we are seeing now its impact on the MGH community," says Galia Wise, manager of MGH School Partnerships. "We are very proud of Melissa and Terence and are encouraged by our current student interns as they continue their formal education."

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WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will offer a hypertension screening July 27 from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

CRP Seminar series

The MGH Clinical Research Program (CRP) and Pathology Service are sponsoring "CRP Seminar Series: New Clinical Laboratory Research Core (CLR Core)" July 27 from 3:30 to 5 pm and July 29 from 3:30 to 4:30 pm in the Simches Research Center, Room 3.110. The series also will be available at the Charlestown Navy Yard through videoconference. The unified approach to processing tests through the CLR Core will allow for more efficient specimen archiving, retrieval and information sharing. The goal of this seminar series is to present the background, significance and key services of the CLR Core and to discuss infrastructure, operational, budgetary, billing, reconciliation and reporting implications. For more information or to register, visit *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

IN GENERAL

Two MGH scientists have been honored by the Damon Runyon Cancer Research Foundation, an organization dedicated to identifying and supporting extraordinary young scientists conducting innovative cancer research. **Daniel H. Kim, PhD,** and **Taiowa A. Montgomery, PhD,** research fellows in the Department of Molecular Biology, have been named recipients of the Damon Runyon Fellowship and will receive three years of funding for their work in basic and translational cancer research. Kim is sponsored by Jeannie T. Lee, MD, PhD, and Montgomery is sponsored by Gary Ruvkun, PhD.

Read Pukkila-Worley, MD, a fellow in the Infectious Disease Unit, was awarded a fellowship through the Irvington Institute Fellowship Program of the Cancer Research Institute. The program provides $145,500 of research support over three years. Pukkila-Worley works with Eleftherios Mylonakis, MD, PhD, of the Division of Infectious Diseases, and Fred Ausubel, PhD, of the Department of Molecular Biology, on studies of the disease mechanisms of important human fungal pathogens.

Julian M. Goldman, MD, of the Department of Anesthesia, Critical Care and Pain Medicine, director of Interoperability at the Center for Integration of Medicine and Innovative Technology, and medical director of Partners Biomedical Engineering, is the winner of the 2009 Association for the Advancement of Medical Instrumentation (AAMI) Foundation/Institute for Technology in Health Care Clinical Application Award. The award recognizes Goldman's work in pioneering the medical device plug-and-play interoperability program. He was honored June 7 during the AAMI's Annual Conference and Expo in Baltimore.

George Thibault, MD, chair of the MGH Institute of Health Professions (IHP) board of trustees, has been appointed by President Barack Obama to the President's Commission on White House Fellowships, which nominates individuals to the White House Fellowship program. Thibault, who joined the IHP board of trustees in 1997 and was elected chair in 2006, was vice president of Clinical Affairs at Partners HealthCare from 1997 to 2007. He is currently president of the Josiah Macy Jr. Foundation in New York City.

07.24.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

POP SINGERS: From left, Johnson, Lyn, Nicholson, Warshaw, Lockhart, Zinner, Clairmont, Dudley and Kenney

Partners with the Pops

MGH physicians perform with Boston Pops at Symphony Hall

NOT TO BE OUTDONE by Tony Award-winning singer Victoria Clark at the 12th annual Partners Night at the Pops: A Celebration in Honor of Our Physicians, eight Partners HealthCare physicians sang their hearts out onstage with Boston Pops Conductor Keith Lockhart and the famed orchestra at Symphony Hall June 18. The physicians performed during the "Physician Talent" segment of the event for a delighted audience of family, friends and colleagues. MGH clinician Andrew Warshaw, MD, chief of Surgery, led one of two physician-singer teams, and Michael Zinner, MD, chief of Surgery at BWH, led another. Britain Nicholson, MD, senior vice president of Primary Care Administration and chief medical officer, joined Warshaw to represent the MGH.

In what's become a summertime tradition, the event was held with the support of John Hancock Financial and featured "A Richard Rodgers Celebration," honoring the prolific composer who wrote 40 musicals in his lifetime, including "Oklahoma!," "South Pacific," "The Sound of Music," "Carousel," and "The King and I." The orchestra performed a number of selections from these musicals and others following an opening performance by the Boston Children's Chorus, a multiracial and multicultural arts education organization bringing together children

(Continued on page 4)

Good clean fun

WHEN IT COMES TO HAND HYGIENE, fourth-grade students at the Warren-Prescott School in Charlestown are wise beyond their years. The students, who learned about hand hygiene from Pat Simpson, RN, MGH emergency preparedness community outreach coordinator, recently participated in a hand hygiene poster activity sponsored by the MGH Infection Control Unit and the STOP (Stop Transmission of Pathogens) Task Force. Throughout the year, Simpson teaches fourth-grade students about various health topics from hand hygiene to emergency preparedness.

More than 50 children created posters for the activity, many during the MGH Take Our Children to Work Day and MGH Hand Hygiene Week. The displays encourage the practice of hand hygiene at all times. Each child received a special certificate featuring a picture of their poster to recognize their contribution to the quality and safety effort at the MGH.

The Warren-Prescott students' posters are now on display in the MGH Charlestown HealthCare Center. During a visit to the center for a doctor's appointment, one student, Aidan Kelly, was thrilled to see his own poster featuring the message "Grime is crime," on the wall.

"The fourth-graders loved participating in the hand hygiene poster activity," says Simpson. "I am so proud of them!"

HAND HYGIENE HELPERS: Back row, from left, Lordlyn Leconte and Carolan Collier. Front row, from left, Maeve Fittz, Aidan Kelly, Isiah Emma and Mark Williamson

MANAGING ELDER CARE: Back row, from left, Cremens, Shapiro and Cohen. Front row, from left, Sprague, Span and Moscowitz

Caring for our elders

AT SOME POINT in one's later years, conversations are likely to turn from caring for children to caring for aging parents. Suggestions for pediatricians turn to recommendations for geriatricians. These conversations, while common, are not widely anticipated, and caregivers of elderly parents often are not equipped with appropriate resources, support systems and information to effectively care for and emotionally deal with the transition to caring for aging parents.

To address this issue, the MGH Geriatric Medicine Unit – along with community agencies HouseWorks and Goddard House – hosted an evening event June 25 in the O'Keeffe Auditorium. The program, "A Meeting of Hearts and Minds," provided professional caregivers and family members of geriatric patients helpful information and a forum to discuss their experiences, concerns, insight and perspectives with a panel of geriatric experts and caregivers. Among the panelists were Cornelia Cremens, MD, MPH, MGH geriatric psychiatrist; Andrea Cohen, co-founder and CEO of HouseWorks; Peg Sprague, who had cared for her elderly mother; and Nancy B. Shapiro, executive director of Goddard House. Paula Span, author of "When the Time Comes: Families with Aging Parents Share Their Struggles and Solutions," shared several stories from the dozens of interviews she documented for her book about families caring for aging parents.

"Often, we're not prepared, and we don't know much about elder care until we get there," says MGH Geriatric Medicine Unit Program Director Barbara Moscowitz, MSW, LICSW, who moderated the event. "The goal of the evening was to provide caregivers of older adults a combination of resource materials and, more important, an honest, clear discussion about the challenging emotional, family and social issues involved in this frequently overwhelming experience for both caregivers and care receivers."

More than 200 guests attended the event, which opened with a reception where attendees could obtain helpful information from resource tables sponsored by the Alzheimer's Association, MGH Prime Care and Partners HomeCare.

For more information about the MGH Geriatric Medicine Unit, access *www.massgeneral.org/geriatrics* or call 617-726-4600. ■

Speed networking event connects women in medicine

IN EIGHT-MINUTE INTERVALS, 45 participants each greet one another, discuss their accomplishments, challenges and goals, and then move on to the next person to do the same. Although the scenario sounds like "speed dating," it actually describes the Department of Medicine's Women in Medicine Speed Networking Event for residents, fellows and faculty.

The annual event, now in its third year, took place June 22 and was sponsored by the Department of Medicine's Women in Medicine Initiative – a departmentwide committee that aims to promote a sense of community among women physicians. The initiative works to assess and address the specific needs of women in the department, providing informational forums and hosting special events throughout the academic year to encourage discussion and celebrate the achievements of women physicians. Faculty from a number of divisions participated in the speed networking event, including the Cardiology Division, the Endocrine Division, Primary Care and the Gastrointestinal Unit, as well as current residents and incoming interns.

"Speed networking events provide attendees the opportunity to talk with other women in medicine and exchange ideas about professional accomplishments, challenges, work-life balance and career pathways," says Tanya Milosh Zinkus, program administrator. "The event has been held annually due to its widespread success. Faculty also benefit, because it is an opportunity to meet and network with other women faculty across the subspecialties of the Department of Medicine."

To learn more about the Women in Medicine Initiative or provide suggestions for future events, contact Milosh Zinkus at *tmiloshzinkus@partners.org*.

NETWORKING FOR KNOWLEDGE: From left, Jessica Ravikoff, MD; Gail Semigran, MD; Kerri Palamara, MD; Fola May, MD; Tian Gao, MD; Meghan Sise, MD; Amando Silverio, MD; and Carrie Sokol, MD, PhD

GRADUATION SMILES: From left, Rosenbaum, Weiss, Zollfrank, Presto, Bateman, Song and Clarke

Clinical Pastoral Education program fellows celebrate graduation

THROUGH THE GENEROSITY of the Kenneth B. Schwartz Center and the MGH Department of Nursing, the MGH Clinical Pastoral Education (CPE) fellowship program provides individuals from a variety of health care professions an opportunity to learn how to perform spiritual assessments and engage in meaningful relationships in a clinical context. Offered by Rev. Angelika Zollfrank of the MGH Chaplaincy Department, the program also teaches participants about cultural, spiritual and religious diversity.

Six participants recently completed the 2009 CPE program. The group – which included four physicians, a nurse and a social worker – met weekly to discuss how spiritual caregiving could support patient care.

Looking back on his experiences in the program, graduate Victor Presto, RN, said, "For the past 10 years, I have been a psychiatric nurse on Blake 11. I have had hundreds, maybe thousands of encounters with patients from various cultural, social and religious backgrounds. Although I have attempted to treat all of my patients with human dignity and respect, I was beginning to feel I was missing something in my practice. The Clinical Pastoral Education program has helped me define that missing element. Learning how to address a patient's spiritual needs has opened a new avenue of healing."

> **"LEARNING HOW TO ADDRESS A PATIENT'S SPIRITUAL NEEDS HAS OPENED A NEW AVENUE OF HEALING."**
>
> **VICTOR PRESTO, RN**

Presto's classmate, Scot Bateman, MD, of UMass Memorial Medical Center, reflected, "Not only has the program given me confidence in broaching spiritual topics, but I have already seen results. We had a young boy with Vietnamese parents who were Buddhist. By simply walking with the mother and engaging with her, her belief system and her culture and understanding how it affects her caring for her son, we bridged a huge divide."

In addition to Bateman and Presto, this year's graduates are Donna Clarke, LICSW, of Hebrew Senior Life; Soon-Il Song, MD, of Cambridge Health Alliance; Joan Rosenbaum, MD, of Washington University School of Medicine; and Dorothy Weiss, MD, of Spaulding Rehabilitation Hospital.

To apply for the winter 2010 CPE Program or for more information, contact Zollfrank at 617-724-3227. Applications for the program are due Sept. 1. The program is accredited by the Association of Clinical Pastoral Education, Inc. ■

ADVANCES

At-home heart care

DOCTORS AT THE MGH HEART CENTER have implanted the first patient with a new device they hope will reduce hospitalizations for heart failure. The Homeostasis II trial will evaluate the effectiveness of a system that allows patients to monitor their heart function at home and change their medication dosage daily to prevent more serious symptoms.

"This device could change the playing field of how we monitor and treat patients with heart failure," said Jagmeet Singh, MD, PhD, director of the Cardiac Resynchronization Therapy program and co-investigator of the study.

Hospitalization rates for people with heart failure have increased dramatically in the past three decades, and an estimated 5.7 million Americans are living with the disease. Repeat hospitalizations for symptoms – such as fluid build-up, swelling and shortness of breath – are a burden for both patients and the health care system, with the total annual cost of care in the United States in the billions of dollars.

The Homeostasis II trial aims to show that at-home monitoring can keep patients out of the hospital. In June, Singh implanted a sensor the size of a dime in the left ventricle of Raymond Racette's heart. The sensor monitors left atrial pressure and sends it twice daily to a small hand-held computer. Using this information, Racette will be able to adjust his medications on a dose-by-dose basis, much like diabetics adjust their insulin dosage based on the results of at-home glucose monitoring.

"The hope is that he and future patients will be able to take care into their own hands," said Stephanie Moore, MD, the trial's principal investigator.

The Homeostasis II trial is also evaluating whether left atrial pressure, measured from within the heart, can indicate impending problems hours or days before more serious symptoms occur.

"In the past, the only time I knew I was having a problem was when I would start having difficulty breathing," says Racette, who was diagnosed with congestive heart failure in 2002. "I was being considered for a heart transplant. Hopefully this will carry me through so I won't need to go down that road."

WHAT'S HAPPENING

MGH Institute of Health Professions information session

The MGH Institute of Health Professions is hosting an Accelerated Bachelor of Science in Nursing information session July 30 from 6 to 8 pm at the Charlestown Navy Yard, 36 First Ave. Faculty and staff members will be on hand to answer questions about the application process, prerequisite courses and financial aid. To register, call 617-726-0422 or e-mail *infosessions@mghihp.edu*

Smoking cessation programs

The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Thursdays at noon beginning Aug. 27 and Wednesdays at 5:30 pm beginning Sept. 2. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Registration is required with a registration fee on a sliding scale. For more information or to register, call 617-726-7443.

MGH 1811 Submit news tips and story ideas to MGH Hotline

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— *Pops*

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from grades two through 12 from Boston's diverse communities.

Following Lockhart's introduction of the physicians, he asked Warshaw and Zinner what songs their teams were planning to sing. Both replied, "It's a surprise," and at that moment the overhead screen displayed "Anything You Can Do, I Can Do Better," sparking appreciative laughter from the audience.

Clever and witty lyrics were written for the song, making it health care-related and Partners-specific. Throughout the song, Warshaw bantered with Zinner with lyrics such as, "I can stop infection from the cello section," to which Zinner replied, "I can fix the high brass with a gastric bypass."

In one refrain, Nicholson sang, "Any heart you can start, we can start faster; the thicker the ticker, the quicker we'll be," to his counterpart, George Clairmont, MD, of Partners Community Healthcare, Inc.

In the end, the two teams were united as one as the lyrics honored Partners President and CEO James Mongan, MD, who will be retiring at the end of the year.

Along with Nicholson, Warshaw's singing teammates were Erica Johnson, MD, of Newton-Wellesley Hospital, and Everett Lyn, MD, of North Shore Medical Center. In addition to Clairmont, Zinner's team included Jessica Dudley, MD, of BWH, and Pardon Kenney, MD, of Faulkner Hospital. ■

MGH pathologist receives HHMI grant

ELEVEN PHYSICIAN-SCIENTISTS from seven institutions nationwide have been selected recipients of the Howard Hughes Medical Institute (HHMI) Early Career Physician-Scientist Awards. Miguel Rivera, MD, of the MGH Pathology Service, is among the talented group selected for this grant. Awardees receive a total of $375,000 over five years to advance their research.

Rivera is studying Wilms tumor, the most common type of kidney cancer in children. In 2007, he discovered WTX, a tumor suppressor gene that is inactivated in about a third of Wilms tumors. Based on his studies, Rivera believes WTX also plays an important role in normal kidney development. He hopes continued investigation may offer further insight into WTX, other similar genes and their relationship to pediatric cancer.

"The mechanisms behind many types of pediatric cancer remain unknown," says Rivera. "This award will allow us to use cutting-edge genomic technologies to identify new genes involved in these diseases."

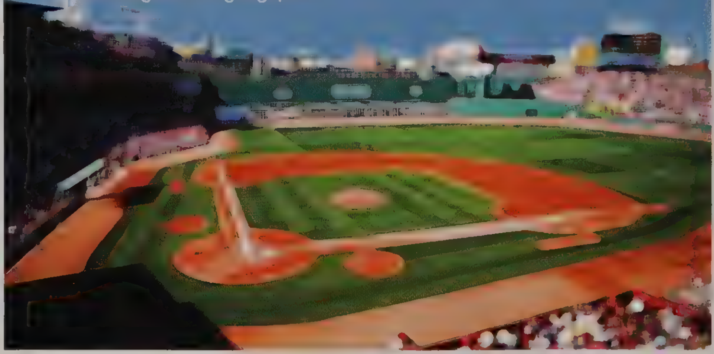
The Early Career Physician-Scientist Awards are part of an overall HHMI initiative designed to support and encourage promising physician-scientists at a vital stage in their careers. Sixty-three individuals have received the award since the program's inception, including eight previous recipients who are MGH investigators.

Red Sox vs. Yankees ticket raffle to benefit the MGH Fund

THE MGH DEVELOPMENT OFFICE is holding a raffle for four seats in the EMC Club, Fenway Park's premium seating area, for the Aug. 23 Red Sox vs. Yankees baseball game. The prize includes food and nonalcoholic beverages during the game. Raffle tickets can be purchased from July 27 through Aug. 16 at the Employee Access Center located on Bulfinch 1 or through *http://intranet.massgeneral.org*. One ticket costs $5, five tickets cost $20 and 10 tickets cost $30. The raffle is only open to MGH employees.

All money raised will benefit the MGH Fund, which provides support to all areas of the hospital, including patient care, research and education. The tickets were donated by John Henry, principal owner of the Red Sox and a member of the MGH board of trustees.

For more information about the MGH Fund, visit *www.massgeneral.org/mghfund.*



07.31.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MGH receives GWTG-Stroke gold award

THE MGH HAS STRUCK GOLD once again with the 2009 Get With The Guidelines (GWTG)-Stroke Gold Performance Achievement Award, sponsored by the American Stroke Association, a division of the American Heart Association. The award honors hospitals that maintain an 85 percent or higher adherence to stroke guidelines for two or more consecutive years. These evidence-based guidelines are designed to ensure the best possible care of stroke patients.

In recognition of its achievement, the MGH was featured alongside other GWTG award-winning hospitals in an advertisement in the "America's Best Hospitals" issue of *U.S. News & World Report*. Hospitals can receive the award in the areas of coronary artery disease, heart failure or stroke.

"I am so proud of the MGH stroke service and its commitment to excellence and adherence to evidence-based care," says Lee Schwamm, MD, vice chair of the MGH Department of Neurology, chair of the multidisciplinary Acute Stroke Quality Taskforce at the MGH and national chairman of the GWTG steering committee. "It is an honor for us to receive this recognition and gratifying to know that it translates directly into better recovery, fewer recurrent strokes and healthier lives for our stroke patients."

For more information about GWTG, access *www.americanheart.org/getwiththeguidelines*.

Thinking outside the box

MGH physician leads innovations in neonatal care overseas

WHO WOULD THINK a simple plastic tube and a set of car parts could help save the lives of newborns around the world? For Kristian Olson, MD, MPH, of the MGH Department of Medicine and the Center for the Integration of Medicine and Innovative Technology (CIMIT) Global Health Initiative, this type of out-of-the-box thinking is nothing new. He has long made it his mission to enhance health care in developing countries around the world not only by offering compassionate, hands-on clinical care, but also by pioneering innovative, low-cost, sustainable technology and solutions.

RESUSCITATION TRAINING: Midwives in Indonesia are trained to use the Tekno-Tube to resuscitate newborns using a training doll.

As director of the CIMIT Global Health Initiative, Olson has led two overseas programs based on the development and promotion of novel life-saving medical devices – a neonatal incubator made of car parts and a hand-held neonatal resuscitator comprising a plastic tube with a small mask fitted to one end.

"We realized early on in the process of addressing our goal to improve neonatal health care in rural areas that we needed to partner with local caregivers overseas," says Olson, who collaborated with midwives in Aceh, Indonesia, to promote the use of the plastic-tube resuscitator called the Tekno-Tube. Through regularly scheduled training programs, more than 500 midwives to date have begun using the inexpensive life-saving device that allows a midwife to safely blow into the mouth of a baby who has not started to breathe at birth.

> "THE TEKNO-TUBE IS A DEVICE THAT HAS WORKED AND SAVED LIVES MAINLY BECAUSE IT HAS BEEN ACCEPTED AND USED BY THE MIDWIVES, WHO ARE THE PRIMARY CAREGIVERS FOR PREGNANT WOMEN IN ACEH," SAYS OLSON.

"The Tekno-Tube is a device that has worked and saved lives mainly because it has been accepted and used by the midwives, who are the primary caregivers for pregnant women in Aceh," says Olson.

Olson also has led his team in the development of another neonatal device that has received much acclaim – even leading to Olson's recognition on the *Scientific American* Top 10 Honor Roll, a distinction that recognizes individuals who have demonstrated leadership in applying new technologies and biomedical

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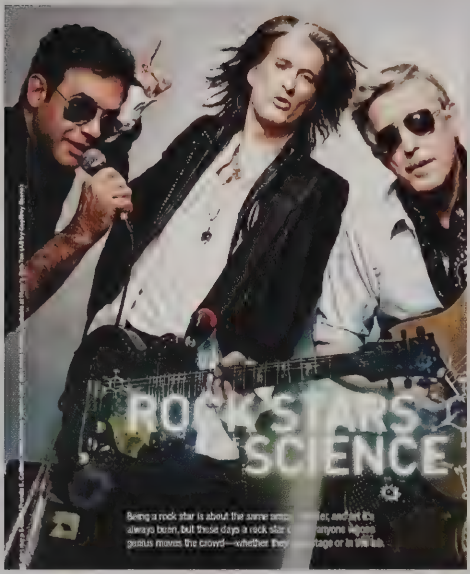


STAR POWER: From left, Tanzi, Perry and Francis Collins, MD, PhD, former director of the National Human Genome Research Institute at the National Institutes of Health

Science rocks

ELEVEN NATIONAL LEADERS in medical research, including Rudolph Tanzi, PhD, of the MGH, exchanged their lab coats for designer duds in the June issue of *GQ* magazine. The six-page pictorial spread featured researchers alongside celebrity musicians Joe Perry of Aerosmith, Sheryl Crow, Josh Groban, Will-i-am of the Black Eyed Peas and Seal as part of a new public service campaign, "Rock Stars of Science" (Rock S.O.S.). Sponsored by Geoffrey Beene Gives Back® and *GQ* magazine, Rock S.O.S. aims to raise awareness of the importance of medical research.

Tanzi, director of the Genetics and Aging Research Unit in the MassGeneral Institute for Neurodegenerative Disease, is a leading researcher on Alzheimer's disease. He has helped identify three genes related to inherited, early-onset forms of Alzheimer's, and his discovery of four genes that may increase risk for the most common form of Alzheimer's was named one of *Time* magazine's "Top Ten Medical Breakthroughs" of 2008.

"Important medical breakthroughs are impossible without broad public support, and support needs mainstream recognition," says Tanzi. "If medical and scientific research could get the same attention as a great band like Aerosmith, just think how much faster we'd be able to raise the funds needed to cure diseases like Alzheimer's."

To learn more about Rock S.O.S., visit *www.rockstarsofscience.org.*

EMAPPS reaches halfway mark

THE ELECTRONIC MEDICATION ADMINISTRATION RECORD, a computerized system of administering and documenting medication, also known as eMAR, is being rolled out across inpatient units at the MGH as part of an overall effort known as the Electronic Medication Administration Process for Patient Safety (EMAPPS). By incorporating barcode scanning of medications and employee wristbands, EMAPPS helps reduce potential medication errors and ensures the "five rights" of medication administration: The right patient receives the right medication at the right dose via the right route at the right time.

The rollout of EMAPPS, which began in March 2009, reached the halfway mark the last week of June. Members of the EMAPPS team, including the project leaders, nursing coaches, information system analysts and the hardware installation team have been working together to ensure a smooth transition to the new system. Recently, the team celebrated their progress with a special event. The hospitalwide implementation of EMAPPS on inpatient units will be completed by November 2009.

For more information about EMAPPS, contact Rosemary O'Malley, RN, at 617-726-9663 or *romalley@partners.org.* ■

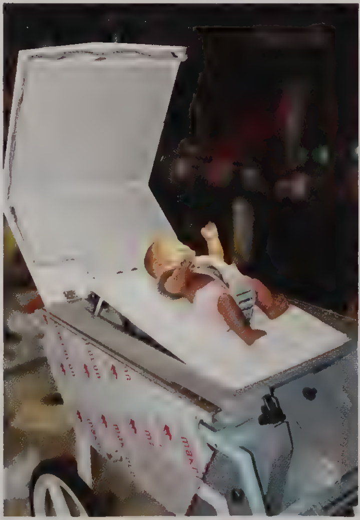
EMAPPS COLLABORATORS: From left, Bob Hallisey, MS, RPh, of the Department of Pharmacy; O'Malley; Karen O'Rourke, Debra Sears and Linda Jones, RN, of Information Systems; and Ray Mitrano, MS, RPh, of the Department of Pharmacy

– Innovations in neonatal care overseas

(Continued from page 1)

discoveries for the benefit of humanity. The car-parts neonatal incubator makes use of an automobile's headlights for heat, fan for circulation and temperature control, air filter system for cleaning the air and door alarm for signaling emergencies. The simply constructed and easily repairable incubator is now in the initial stages of development and should soon help in the care of premature babies around the world.

"We have been very pleased with how the Tekno-Tube and car-parts incubator have been received," says Olson. "We look forward to developing new partnerships around the world to develop other new and different life-saving medical devices." ■



LIFE-SAVING CAR PARTS: The prototype of the car-part incubator

FUNNY BUSINESS: Diane Conner, MS, RN, CDE, left, of MGH Senior HealthWISE, shakes hands with Malloy during one of the laughter exercises.

Laughter is the best medicine

THOSE WALKING BY the Thier Conference Room during the afternoon of July 24 may have heard something unexpected from behind the closed doors: uproarious laughter.

Led by Laura Malloy, LICSW, the gigglers were part of a group of approximately 30 individuals participating in a session of "laughter yoga," a growing trend in integrative medicine that combines hearty laughter with relaxed, yoga-style breathing. Developed in India in 1995 by Madan Kataria, MD, the practice initially took the form of a small group that met and shared jokes in a park on a regular basis. Since then, it has grown into 6,000 laughter clubs in 60 countries.

At the MGH, Malloy, director of yoga programs and a certified laughter yoga teacher at the Benson-Henry Institute for Mind Body Medicine at MGH, is considered the giggle guru. She discovered laughter yoga at a local laughter yoga club in Wakefield, Mass., and began offering classes at the MGH this spring.

All laughter aside, however, this particular form of yoga is based on serious science.

"Laughter yoga has been shown to decrease stress hormone levels while boosting the immune system, releasing endorphins and increasing levels of antiviral and anti-infection cells," says Malloy. "People leave class feeling happy, relaxed and alert. It also provides a good cardio and core workout."

Participants don't have to be contortionists or comedians to partake. They can either sit or stand while an instructor guides them through a series of laughter exercises using simple, playful techniques rather than humor to induce chuckles.

"Studies have shown that this type of 'fake it till you make it' laughter has the same benefits of 'real' laughter," says Malloy. "The body doesn't differentiate between the two."

While Malloy is bringing laughter to the main MGH campus, Donna Peltier-Saxe, RN, MSN, ACM, a project director at MGH Community Health Associates, is working to bring the program to all of the MGH health care centers. She initially introduced laughter yoga to patients participating in the MGH Revere and Chelsea health care centers' Happy Heart programs, which seek to improve the health of women at risk for cardiac disease. She's also working with the Chelsea and Charlestown health care centers to incorporate laughter yoga programs for their staff members.

The next laughter yoga class at the MGH will be held Sept. 14 from 12:15 to 1 pm in the Thier Conference Room. For more information or to register, call Lauren Sussman at 617-724-3119. The registration fee is $10. For more information about yoga at the MGH, including laughter yoga, visit *http://www.massgeneral.org/bhi/services/treatmentprograms.aspx?id=1316.* ■

Bicentennial CORNER

MGH Bicentennial plans to bring history to life

IN PREPARATION FOR the MGH bicentennial in 2011, the MGH Bicentennial Steering Committee is planning several theatrical vignettes that will be unveiled throughout the 200th anniversary year. The 15-to-17-minute presentations will highlight key historical moments in early MGH history.

Recently, a pilot piece was performed in the Ether Dome for a small focus group. The vignette, titled "The Letter," featured MGH co-founders John Collins Warren, MD, and James Jackson, MD, along with Rev. John Bartlett, of the Boston Almshouse and Warren's mother Abigail, an influential Beacon Hill matron. The group's performance focused on the creation and distribution of the 1810 circular letter, which called upon the good people of Boston to raise funds for the establishment of a hospital, which would become the MGH and McLean Hospital.

The Bicentennial Steering Committee and MGH History Committee will be identifying additional vignettes to premiere in 2011. For more information about the MGH Bicentennial, contact Lynn Dale, director of MGH Bicentennial Planning, at *mgh2011@partners.org.*

BICENTENNIAL VIGNETTE: Five actors, including two portraying Bartlett and a Faneuil Hall merchant, performed in the Ether Dome.

WHAT'S HAPPENING

Blood Donor Center summer promotions

The MGH Blood Donor Center will offer free chair massages for donors Aug. 4 from 11 am to 3 pm. During the month of August, the center also will sponsor a raffle for a vacation package that includes an overnight stay at the Annabelle Bed and Breakfast in Sandwich, Mass., a round of golf for two and a gift certificate from the Catania Hospitality Group. For more information or to schedule an appointment, call 617-726-8177.

Norrie disease conference

The Norrie Disease Association will hold its first international conference Aug. 13 through 16 in the Simches Research Center, third floor. The conference will feature presentations on the latest in Norrie disease research; genetic counseling and testing; research enrollment; and informational resources and workshops. Presenters will include leading international medical experts: Wolfgang Berger, PhD, of the University of Zurich; James Gusella, PhD, of MGH; Chris Halpin, PhD, of the Massachusetts Eye and Ear Institute; Lofti Merabet, PhD, of Beth Israel Deaconess Medical Center; Heidi Rehm, PhD, of BWH; and Katherine Sims, MD, of MGH. For more information or to register, visit *www.norries.org*.

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Informed consent seminar

The MGH Clinical Research Program and Partners Human Research Quality Improvement Program are sponsoring a luncheon seminar "The Process of Informed Consent," Aug 12 from noon to 1 pm in the Simches Research Center, Room 3.110. Cindy Monahan, MBA, CIP, of the Partners Human Research Quality Improvement Program, will discuss the challenges of the informed consent process and how to overcome them. She also will discuss the quality improvement program's new Informed Consent Process Monitoring Service. For more information and to register, visit *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

HMS diversity award nomination deadline

Nominations for the 2009 Harold Amos Faculty Diversity Award are due by Aug. 14. The award program, sponsored by the Harvard Medical School (HMS) Office for Diversity and Community Partnership, is designed to honor HMS and Harvard School of Dental Medicine (HSDM) faculty who have demonstrated leadership in promoting diversity and inclusion in the HMS/HSDM community. For more information or to nominate an individual, access *www.mfdp.med.harvard.edu*.

IN GENERAL

Jesse Jupiter, MD, chief of the Orthopædic Hand Service, has received the 2009 American Orthopædic Association (AOA) Distinguished Clinician Educator Award. The national award recognizes an outstanding clinical educator each year and was established to encourage leadership in the field of orthopædics. Jupiter was honored at the AOA's annual meeting June 10.

Richard P. Cambria, MD, chief of the Division of Vascular and Endovascular Surgery and co-director of the Thoracic Aortic Center, has been elected the 2009-2010 vice president of the Society for Vascular Surgery (SVS). Established to advance the field of vascular surgery, the SVS is a nonprofit organization representing 3,000 vascular surgeons nationwide. Cambria was elected to the position at the society's annual meeting June 12.

The MGH Transplant Center has received a Silver Award in the Patient Education Information category of the National Health Information Awards for its booklet, "Transplantation: What Do I Need to Know?" The awards program was established in 1994 to recognize the best in health information and is sponsored by the Health Information Resource Center. The booklet reflects the teamwork of many members of the MGH Transplant Center.

Karen Bruynell, MM, manager of medical student and internship recruitment for the Department of Medicine, was recently awarded the L. James Wiczai Award at Harvard Medical School (HMS). The annual award is presented to a staff member of a Harvard-affiliated hospital who promotes excellence in medical education and encourages collaboration between HMS and Harvard-affiliated teaching hospitals.

FINAL BEAM: Peter L. Slavin, MD, MGH president, front, tours the B3C with members of the B3C leadership team from MGH Planning and Construction, Partners Real Estate, NBBJ Architects and Turner Construction.

B3C beam signing opportunity Aug. 10 through 12

MGH STAFF, VISITORS AND PATIENTS of all ages will have the chance to make their own indelible mark on the Building for the Third Century (B3C). Currently under construction and slated to be complete in 2011, the new 530,000-square-foot inpatient care center is nearing the final stages of steel construction. Individuals will have the opportunity to sign their name on an adult or pediatric beam that will be located on the Bulfinch Patio on Monday, Aug. 10 from noon to 7 pm and Tuesday and Wednesday, Aug. 11 and 12 from 6 am to 7 pm. For more information about the beam signing opportunity, contact Jennifer Hood, administrative fellow, at *jphood@partners.org*.

08.07.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A FRIENDLY CHECK-UP: Lee, right, spends time with Muktar Mohamed, a member of his Bridging the Gap family.

Bridging the Gap

MGH Chelsea program pairs immigrant families with medical students

THE SIGN IN THE LOBBY of the MGH Chelsea HealthCare Center says "welcome" in many different languages. Such a gesture is not unusual there, because the MGH Chelsea staff are particularly sensitive to the remarkable diversity that characterizes the Chelsea community, home to thousands of immigrant and refugee families from across the globe. Often these families face an array of challenges in the United States. Language and cultural barriers can make seemingly simple tasks, such as making a medical appointment, complex undertakings.

To help those in this situation, MGH Chelsea and the MGH Center for Community Health Improvement established "Bridging the Gap," nearly 10 years ago. Led by Tamara Leaf, PsyD, refugee health programs clinical

(Continued on page 2)

A gift to honor the MGH bicentennial and Senior HealthWISE

IN 2002, the MGH Center for Community Health Improvement and the Geriatric Medicine Unit established a comprehensive program for individuals in the community 60 years and older. The program, MGH Senior HealthWISE (Wellness, Involvement, Support and Education) aims to enhance the mind and body health of older adults through education, support, exercise and helpful resources. All services are free to seniors.

John Stanton, an MGH Senior HealthWISE participant since 2006, recently donated one of his original watercolor paintings to thank the program and recognize the upcoming MGH bicentennial celebration in 2011. The piece, "Ether Dome, Mass General Hospital," hangs in the MGH Senior HealthWISE conference room at One Hawthorne Place.

"It was a great honor to receive the gift of Mr. Stanton's beautiful artwork for our community room," says Barbara Moscowitz, MSW, LICSW, MGH Geriatric Medicine Unit program director. "Indeed, we are very proud and grateful to have received the wonderful painting that represents the foundation of the MGH history as well as the mission of our Senior HealthWISE program."

For more information about MGH Senior HealthWISE, call 617-724-6756.

A LOVELY GIFT: From left, Alexis Edwards, BA; Diane Connor, MS, RN, CDE; Stanton; Catherine Smyth, MSW, LCSW; and Ashley Gravatte, BM, all of MGH Senior HealthWISE

– *Bridging the Gap*

(Continued from page 1)

advisor, and Ali Abdullahi, refugee school program coordinator, Bridging the Gap pairs volunteer students from Harvard Medical School (HMS) and Tufts Medical School with refugee and immigrant families.

Students meet with their assigned families at least once a month and stay in touch by telephone. Whether helping a child with homework or placing a phone call to an uncooperative landlord, the students assist families with day-to-day tasks and address their health-related concerns while serving as advocates and friends.

"It's really about friendship," Leaf says. "The program costs practically nothing, but it gives these families and students so much."

Students learn about the challenges of caring for underserved patient populations as well as the importance of providing culturally competent health care. They meet monthly with staff from MGH Chelsea and a faculty member from their schools to discuss understanding and responding to the families' needs. Several times a year, students and families come together for special events such as cultural celebrations.

Benjamin Lee, one of the participating HMS students, is partnered with a Somali family of six. Lee has a special understanding of the difficulties of starting a new life in a new country; his parents emigrated from Taiwan to the United States.

"The program is an opportunity to help guide my Bridging the Gap family through some of the same types of struggles I have confronted in the past," he says. "I am hard-pressed to think of anything as rewarding as my Somali family's enthusiasm and gratefulness every time I make a home visit or phone call. It's a privilege to know and work with them." ■

BOSTON'S FINEST: Several MGH*f*C patients and their family members were treated to a special outing with the Boston Police Department.

Cops for Kids with Cancer treat MGHfC patients to summer outing

ON JULY 23, six young cancer patients from MassGeneral Hospital *for* Children (MGH*f*C), along with their siblings and parents, enjoyed an evening summertime escape with several kindhearted men in blue who are members of Cops for Kids with Cancer (CFKWC). Established nine years ago by former Boston Police Department (BPD) Captain and cancer survivor John Dow and his wife Joan, CFKWC provides support for pediatric cancer patients and their families throughout Boston. Since 2006, the organization has presented the evening excursion that includes an outing for the MGH*f*C patients in a BPD patrol boat on the Boston Harbor.

This year, retired Superintendent-in-Chief Robert Faherty, CFKWC chairman, and other BPD officers from the Motorcycle, Harbor Patrol and K-9 units rallied together to provide another unforgettable experience for the children. The patients and their family members were given a police escort from the Yawkey Center for Outpatient Care to the Boston Police Harbor Unit in South Boston, where they boarded the police boat for a scenic cruise around the harbor.

"Cops for Kids with Cancer is an extraordinary organization that supports both our individual patients and their families as well as the special programs and services we offer them," says Elyse D. Levin-Russman, LICSW, pediatric hematology-oncology clinical social worker. "Their partnership with MassGeneral Hospital *for* Children has been invaluable to us."

In addition to providing the patients with an exciting evening, Faherty presented the MGH*f*C Pediatric Hematology-Oncology Unit with a check for $10,000 to support its family-centered programs and services. ■

PURSUING HEALTH AND SCIENCE EDUCATION: HCa students received their scholarship awards at a May 21 ceremony at Northeastern University.

Counseling center offers hope

TWENTY-TWO-YEAR-OLD Brittany's goals are similar to those of her peers. "I want to finish school, get married and start a family," she says. But not long ago, her aspirations were as precarious as they were ambitious – Brittany suffered from a drug addiction.

Today, she is on the road to recovery, thanks to her determination to achieve her dreams and to the Monument Street Counseling Center, an affiliate of the MGH Charlestown HealthCare Center. Established through a collaborative effort between the MGH and the city of Boston, the Monument Street Counseling Center opened its doors in April 2008 with a mission to broaden mental health and substance abuse services in the community. Funding for the center was enabled by community commitments made as part of the Department of Public Health's approval process for the MGH Building for the Third Century.

Previously, MGH Charlestown offered substance abuse counseling services, but had only one specialized therapist. Now, with a dedicated space and five more staff members – two additional clinical social workers, a resource specialist, a psychiatric clinical nurse specialist and an office assistant – more patients are able to receive the help they need.

Led by Lorenzo Lewis, MD, medical director, Rick Hall, LICSW, clinical director, and Peggy Carolan-Bolognese, administrative director, the center provides an array of outpatient counseling services for issues ranging from anxiety to domestic violence in addition to substance abuse therapy. The center is one of several initiatives created to counter the Charlestown area's high rates of substance abuse.

Brittany is one of the success stories. Though she now lives in Peabody, she makes time to drive to the counseling center twice a week. She meets once with Hall and once with Cally Woodard, APRN, the center's psychiatric clinical nurse specialist.

"Rick and Cally have really saved my life," Brittany says. "They always tell me I can call anytime I want." But while the center staff members have played a large role in her recovery, Brittany knows that they can't fix her problems; they can only help her help herself. "Every time we meet, Rick gives me something new to work on – a new step to take," she says.

OFFERING HOPE: From left, Lewis, Carolan-Bolognese and Hall

And each step brings her closer to her goals. With the help of the Monument Street Counseling Center, instead of using drugs, Brittany is focusing on studying them as a pharmacy student at a local college, taking recovery one day at a time. ■

MGH and MEEI formalize relationship

FOR MORE THAN A CENTURY, the MGH and Massachusetts Eye and Ear Infirmary (MEEI) have been linked physically by hallways, service tunnels, a Fruit Street address, and most recently, a pedestrian bridge completed in 2007. But the partnership has extended far beyond these physical connections, as the two hospitals have carried on a long-standing clinical relationship as well, offering patients the most advanced and coordinated care in virtually every medical specialty.

Formalizing and enhancing this long history of clinical and academic collaboration, the two hospitals have finalized an agreement that will officially create MGH Departments of Ophthalmology and Otolaryngology. These two departments will be led by the MEEI department chiefs and staffed by MEEI physicians, who will maintain appointments at both institutions.

"This new relationship will enable more coordination and collaboration between the two institutions, as the chiefs of Ophthalmology and Otolaryngology will become integrated into the MGH's clinical leadership groups and be part of the planning and decision-making processes," says Peter L. Slavin, MD, MGH president. "Patients in particular will benefit from the closer connection, as they continue to receive world-class coordinated care at the institutions they know and trust. The result of this enhanced relationship will be deeper collaboration and joint programmatic planning to achieve the highest quality of care, research and teaching."

Encouraging continued learning in science and health care

SINCE 2003, the MGH Center for Community Health Improvement (CCHI) has partnered with Health Careers Academy (HCa), a college preparatory school for students interested in pursuing health professions, to provide the students first-hand opportunities to explore careers in science and health care.

Every summer, the Sarah Stowell, RN, and Chester M. Pierce, MD, scholarship program – established in 2006 by MGH Patient Care Services and the Massachusetts General Physician Organization – awards 10 high-achieving HCa seniors $1,000 scholarships toward their pursuit of higher education in science or health care. This year's awardees, four of whom currently are working at the MGH through the ProTech Internship Program, received their award certificates at a May 21 ceremony at Northeastern University. They were joined by family and friends along with CCHI representatives who presented the awards.

The scholarship program is named after Sarah Stowell, RN, the first African-American graduate of the MGH School of Nursing, and Chester M. Pierce, MD, of MGH Psychiatry and a pioneer of psychiatry in areas related to racism, media and sports medicine. All of this year's scholarship recipients will be attending college or university this fall.

For more information about the scholarship program, contact Galia Wise, manager of MGH School Partnerships, at 617-724-8326 or *gwise@partners.org*.

08.07.09 MGHHOTLINE

WHAT'S HAPPENING

B3C beam signing opportunity

MGH staff, visitors and patients of all ages will have the chance to make their own indelible mark on the Building for the Third Century (B3C). Currently under construction and slated to be complete in 2011, the new 530,000-square-foot building is nearing the final stages of steel construction. Individuals can sign their name on an adult or pediatric beam located on the Bulfinch Patio on Monday, Aug. 10, from noon to 7 pm and Tuesday and Wednesday, Aug. 11 and 12, from 6 am to 7 pm. For more information about the beam signing opportunity, contact Jennifer Hood, administrative fellow, at *jphood@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE will offer a free lecture "Safety in the City" for seniors ages 60 years and older Aug. 13 from 11 am to noon in the Haber Conference Room. John Driscoll, assistant director of MGH Police and Security, will present. For more information, call 617-724-6756.

MGH 1811 Submit news tips and story ideas to MGH Hotline

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Longwood Symphony on the Esplanade

The Longwood Symphony Orchestra will hold its free annual outdoor concert Aug. 19 at 7 pm at the Hatch Shell on the Esplanade. The orchestra was formed by members of the Boston medical community, including several from the MGH. For more information about the concert, visit *http://www.longwoodsymphony.org*.

Norrie disease conference

The Norrie Disease Association will hold its first international conference Aug. 13 through 16 in the Simches Research Center, third floor. The conference will feature presentations on the latest in Norrie disease research; genetic counseling and testing; research enrollment; and informational resources and workshops. Presenters will include leading international medical experts: Wolfgang Berger, PhD, of the University of Zurich; James Gusella, PhD, of MGH; Chris Halpin, PhD, of the Massachusetts Eye and Ear Institute; Lofti Merabet, PhD, of Beth Israel Deaconess Medical Center; Heidi Rehm, PhD, of BWH; and Katherine Sims, MD, of MGH. For more information or to register, visit *www.norries.org*.

Informed consent seminar

The MGH Clinical Research Program and Partners Human Research Quality Improvement Program are sponsoring a lunch seminar "The Process of Informed Consent," Aug 12 from noon to 1 pm at the Simches Research Center, Room 3.110. Cindy Monahan, MBA, CIP, of the Partners Human Research Quality Improvement Program, will discuss the challenges of the informed consent process and how to overcome them. She also will discuss the quality improvement program's new Informed Consent Process Monitoring Service. For more information and to register, visit *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

MGH Blood Donor Center July raffle winners announced

SEVERAL MGHERS are among the 12 winners of the MGH Blood Donor Center's July X-treme Summer Fun promotional raffles. Kimberly O'Connor, RN, of White 10, is the winner of a flying trapeze lesson from the Trapeze School New York – Beantown. Melissa Suter, PhD, of MGH Dermatology, was selected as one of five donors to receive a buy-one-get-one tandem skydive from the Pepperell Skydiving Center. M. Shervin Kamalian, MD, of MGH Radiology, won a 60-day boating pass from Community Boating, Inc., while Nathan Calloway, of Bulfinch Temporary Services, is the recipient of a white-water rafting pass for two from the New England Outdoor Center.

During the month of August, all donors will be entered into a raffle for an Escape to the Cape vacation package, which includes an overnight stay at the Annabelle Bed and Breakfast in Sandwich, Mass., a round of golf for two at the Holly Ridge Golf Club and a $50 gift card for the Dan'l Webster Inn and Spa.

The center's July and August promotions help encourage blood donations during the summer months, which typically have lower rates of donation. For more information about the center or to schedule an appointment, call 617-726-8177.

HMS diversity award nomination deadline

Nominations for the 2009 Harold Amos Faculty Diversity Award are due by Aug. 14. The award program, sponsored by the Harvard Medical School (HMS) Office for Diversity and Community Partnership, is designed to honor HMS and Harvard School of Dental Medicine (HSDM) faculty who have demonstrated leadership in promoting diversity and inclusion in the HMS/HSDM community. For more information or to nominate an individual, access *www.mfdp.med.harvard.edu*.

IN GENERAL

Jenny M. Tam, PhD, a fellow in the Infectious Disease Unit, is the recipient of the 2009 Dean's Community Service Achievement Award at Harvard Medical School (HMS) in the trainee category. Tam is being recognized for her work with the Science Club for Girls, an organization that promotes science skills and self-confidence in young girls through after-school programming. HMS will donate $1,000 to the Science Club for Girls on Tam's behalf.

Anton Peleg, MD, a fellow in the Division of Infectious Diseases, has been recognized by the American Society for Microbiology with the 2009 Interscience Conference on Antimicrobial Agents and Chemotherapy Young Investigator Award. Peleg is being honored for his research on multidrug-resistant gram-negative bacteria. The award recognizes young scientists for outstanding research efforts in microbiology and infectious disease.

Ingrid V. Bassett, MD, MPH, of the Division of Infectious Diseases, received a Young Investigator Award from the International AIDS Society (IAS) and the National Agency for Research on AIDS and Viral Hepatitis at the 5th IAS Conference in Cape Town, South Africa. She was recognized for her abstract, "Who Starts ART in Durban, South Africa? ... Not Everyone Who Should," which highlighted the substantial attrition from care and mortality among newly diagnosed HIV-infected individuals who have not yet started antiretroviral therapy (ART).

08.14.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A STRONGMAN AGAIN: Murphy at Total Performance Gym

A strongman's second chance

FEW CAN IMAGINE being strong enough to pull a 45,000-pound dump truck filled with sand using just strength alone. But for 25-year-old weight lifter and personal trainer Jim Murphy, this feat was nothing extraordinary. Up until 2005, Murphy was in peak physical condition and competed in amateur strongman events – contests that test an individual's strength in tasks such as the 750-pound tire dead lift, 300-pound stone carry and vehicle pull.

Everything changed, though, in the fall of 2005. Murphy began to easily tire and become short of breath doing even simple tasks. When he nearly passed out carrying a friend's TV up a flight of stairs, he knew something was not right.

At his local hospital, Murphy was diagnosed with dilated cardiomyopathy, a condition in which the heart weakens and becomes enlarged, compromising blood flow. His physician treated him with medication and referred him to the MGH Heart Center for further evaluation.

UP UNTIL 2005, MURPHY WAS IN PEAK PHYSICAL CONDITION AND COMPETED IN AMATEUR STRONGMAN EVENTS.

Working with Stephanie Moore, MD, of the MGH Heart Failure Service, and Jagmeet Singh, MD, PhD, of the Cardiac Resynchronization Therapy (CRT) Program, Murphy received specialized care and advice from a collaborative group of staff from the MGH Heart Failure Service, Cardiac Transplant Program, Cardiac Arrhythmia Service and Echocardiography Service. Moore determined that his condition, which included heart failure, fluid in his lungs and a blood clot in the apex of his heart, required immediate attention and admitted him to

(Continued on page 2)

EXCELLENCE EVERY DAY

Shaping the patient care experience

FROM THE MOMENT patients and their loved ones walk onto the MGH campus, staff and employees have the opportunity to help shape their experience of care in a positive way. Whether it's listening and offering compassionate and high quality care, helping a patient navigate through the campus to their appointment or picking up a stray piece of trash and properly disposing of it, each MGHer – clinician, support staff and administrator – helps ensure that every patient experience is a positive one.

As part of an ongoing effort to build and maintain awareness of this important message, the MGH/MGPO Practice Improvement Division, along with several other departments from across the hospital, will launch

(Continued on page 4)

08.14.09

Supporting future caregivers

THREE PARTNERS HEALTHCARE ENTITIES have come together to support students in the Charlestown community. The MGH Charlestown HealthCare Center, the MGH Institute of Health Professions and Spaulding Rehabilitation Hospital have established a Health Career Merit Scholarship to benefit a Charlestown resident pursuing higher education in a health care-related field.

The inaugural recipient of the $3,500 scholarship is 21-year-old Ian Box, who grew up in Charlestown. Box currently attends Moravian College in Bethlehem, Pa., and will graduate at the end of this year with a degree in Health Care, a biology-focused major he designed himself. Box had decided to pursue a career in health care after his mother died from ovarian cancer during his freshman year of college.

Box maintains a 3.2 GPA while participating on the tennis and hockey teams and working part-time at the college. After graduation, he plans to enroll in a physician's assistant program. He was recognized at an Aug. 5 reception at MGH Charlestown alongside his family members, including his father Jim, who works at the MGH as an operations associate on White 12.

MGH Charlestown's portion of the funding comes from its Roger H. Sweet Scholarship Fund, which was established to honor Roger H. Sweet, MD, a former medical director of the MGH HealthCare Centers who retired in 1996. In 2010, two scholarships will be given in the amounts of $2,500 for a student pursuing an associate degree and $3,500 for a student pursuing a four-year degree.

For more information about the scholarship, visit *www.mghihp.edu/aboutus/news/community_engagement*.

SCHOLARLY SUPPORT: From left, Ian and James Box; Peggy Carolan-Bolognese, administrative director of MGH Charlestown; Calvin Hill, PhD, associate provost and chief diversity officer at the MGH Institute of Health Professions; Mckenzie Ridings, communications officer at Spaulding; and Oswald Mondejar, vice president of Human Resources/Community Relations at Partners Continuing Care

– *Strongman*

(Continued from page 1)

the hospital. Singh and the CRT staff implanted a biventricular pacemaker in Murphy's chest to synchronize his heart's pumping action to healthy levels. While undergoing treatment, Murphy reluctantly but respectfully obeyed Moore's orders and took a break from weight training to avoid stressing his heart.

"In time, Jim would need a heart transplant," says Moore. "So it was important for him to avoid overtaxing his body and potentially worsening his heart with hard exercise."

HEAVY LIFTING: Murphy lifts a 750-pound tire as part of his training.

A year went by, and with medication and the pacemaker, Murphy's condition stabilized. Then, in a tragic turn of events, his father was diagnosed with stomach and liver cancer. Only six months later, his father died.

Devastated and emotionally broken by his father's death, Murphy's heart condition deteriorated.

"My father's passing was a really big blow," says Murphy. "Losing someone that close hurts, and it still does. I felt like my heart literally was broken."

Murphy's condition quickly declined to the point where he could not walk 25 feet without becoming winded. He was admitted to the MGH, and his name was added to the heart transplant list. Thomas MacGillivray, MD, of Cardiothoracic Surgery, evaluated Murphy for an artificial heart pump to implant if a donor heart did not become available in time.

"Dr. MacGillivray told me that my kidneys, liver and other organs were shutting down due to my heart's weakened state," says Murphy. "It was a Sunday, and he told me that we would wait until Wednesday for a donor heart to become available. Then the only option at that point would be to have the artificial heart pump implanted until a donor heart was found."

Using donorNET, a computerized donor allocation list that tracks the availability of organs from across the country, the MGH Transplant Center was able to identify a healthy heart for Murphy within three days of his being listed.

MacGillivray and Bruce Rosengard, MD, both members of the cardiac surgical team, successfully transplanted the heart in June 2008. Murphy was most relieved not for himself but for his mother, who he did not want to have to go through losing a son within months of losing her husband.

Today Murphy is once again strong and back to training for strongman events. Only 14 months since the heart transplant, he will be competing in a national strongman contest that will challenge his strength, which has greatly increased not only physically but also in spirit, as he continues to strengthen with every workout. ■

Simulation training for obstetric nurses offers real results

A YOUNG MOTHER is sitting up in bed enjoying time with her newborn when she says to the nurse, "I feel kind of strange." She cannot describe her feelings more clearly. The nurse checks her vital signs, which show decreasing blood pressure and blood oxygen levels. The mother starts to cough. The nurse checks the vital signs monitor – there is no blood pressure or heart rate. The new mother is now unresponsive. The nurse immediately calls for help from her colleagues, ensures the baby is safe and begins CPR. A group of nurses quickly respond and assist in the resuscitation efforts.

Despite the gravity of this situation and tangible tension in the room, the nurses are actually participating in a simulated scenario as part of an obstetric education program offered by The Knight Simulation Program of The Institute for Patient Care at MGH, a component of Patient Care Services. The "patient" at the center of it all, Noelle, is a computer-operated mannequin capable of replicating childbirth and a range of obstetrical complications.

Established in 2007, the educational program provides nurses the opportunity to acquire knowledge and skills in a risk-free, experiential learning environment in order to improve the quality of care and promote safety for the patient and clinician. Responding to a simulated emergency helps ensure that the nurses are able to perform nursing care and clinical procedures under stressful conditions that require effective teamwork.

In addition to Noelle, the program utilizes neonatal and fetal mannequins to help simulate real-life obstetrical care. Care scenarios, which change each year, include maternal cardiac arrest and postpartum hemorrhage. In addition, the scenarios allow nurses to practice and apply additional skills handling psychological issues, such as introducing a baby to its mother for the first time or helping a patient cope with bad news.

Debriefing sessions are held after each training session to discuss the nurses' performance and promote reflection, understanding and learning. Faculty support participants by emphasizing that the purpose of the simulation is to provide a "safe zone" that promotes the transfer, integration and application of knowledge gained in the simulation into clinical practice.

With the support of the MGH Obstetrics Nursing Service, staff participate in one four-hour session annually, and to date, approximately 200 nurses have participated. The program was developed by Pat Connors, RNC, MS, perinatal clinical nurse specialist, with the assistance of Maryann Columbia, RN, staff nurse and Kim Francis, RN, PhD(c), PHCNS-BC, perinatal clinical nurse specialist in the Newborn and Special Care Unit. Additional faculty members from The Knight Simulation Program include Beth Nagle, RN, MSN; Jeanne McHale, RN, MSN; Gail Alexander, RN, BSN; Mary D. O'Brien, RN, MSN, and Brian French, RN, MS, BC. ■

A MODEL OF MOTHERHOOD: Connors with "Noelle," the computerized mannequin used in the obstetrics training

Revere receives DPH grant to promote community health

STATEWIDE, nearly 33 percent of high school and middle school students and more than 50 percent of adults are overweight, according to the Massachusetts Department of Public Health (DPH). To address this issue, in 2009 the DPH established "Mass in Motion," a program aimed at promoting proper nutrition and exercise. Mass in Motion recently awarded several grants to communities that are making wellness initiatives a priority, including the city of Revere and the MGH Center for Community Health Improvement's Revere CARES program, which was established in partnership with MGH Revere HealthCare Center.

Revere CARES initially was created to discourage substance abuse by local youth. The program has since broadened its efforts to include supporting general health through its Food and Fitness Program, under the leadership of Kitty Bowman, executive director of Revere CARES, and Sylvia Chiang, MPH, manager of the Revere CARES Food and Fitness Program.

The $60,000 grant from the DPH will enable collaborators in Revere to perform a communitywide health assessment, the results of which will be used to formulate a plan of action that will promote healthy eating and physical activity.

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE will offer the following free events for seniors ages 60 years and older: a lecture, "Preparing for the Unexpected" with a speaker from the American Red Cross of Massachusetts Bay Aug. 20 from 11 am to noon in the Haber Conference Room, and a hypertension screening Aug. 24 from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

Revere road race

The MGH Revere HealthCare Center will host its annual "Revere Moves" road race and walk Sept. 12. The road race begins at 8:30 am, the walk at 9 am and the children's race at 10 am. Online registration is available at *http://www.coolrunning.com/major/09/reveremoves.* All proceeds will benefit the MGH Youth Zone, a free after-school program for Revere youth. For more information, call 781-485-6060.

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IRB seminar

The MGH Clinical Research Program and the Human Research Committee are sponsoring "IRB Issues for the Bench and Desk Scientist" Sept. 14 from 3 to 4 pm in the Simches Research Center, Room 3.110. The purpose of the seminar is to discuss ethical, regulatory and institutional issues relevant to analysis of human biological samples and medical records, survey and questionnaire studies, and databases. To register, access *http://hub.partners.org/catalog.* For questions, contact Suzanne Guerette at 617-724-2900.

IN GENERAL

Mark Poznansky, MD, PhD, a physician-scientist in the Infectious Disease Unit, has received a bioengineering grant from the Juvenile Diabetes Research Foundation to help develop new islet transplantation technologies for patients with Type I diabetes. The $500,000 award will support Poznansky and his colleagues – including **James Markmann, MD, PhD,** division chief of Transplant Surgery, and **David Sachs, MD,** director of the Transplantation Biology Research Center – develop a new encapsulant combining both an immune cell repellent and a prosurvival factor for islets. This new approach would potentially protect transplanted islets from damage and destruction by recipient antibodies and immune cells.

Michael Jellinek, MD, president of Newton-Wellesley Hospital and chief of the MGH Child Psychiatry Service, is the recipient of the American Academy of Pediatrics' Richmond-Coleman Award. The award recognizes an individual for his or her outstanding contributions to the field of child development and will be presented at the organization's national conference and exhibition in October.

The Association of Women Surgeons (AWS) has selected **Susan Miller Briggs, MD, MPH, FACS,** of the Department of Surgery, as the recipient of the 2009 Nina Starr Braunwald Award. The annual award is the association's highest honor and acknowledges lifelong contributions to the advancement of women surgeons. The award will be presented at the AWS annual awards dinner Oct. 12.

Partners in Excellence nominations

THE NOMINATION PERIOD for the 2009 Partners in Excellence (PIE) Awards is now open. Each year, the PIE Awards honor employees for their outstanding work to support the success of Partners HealthCare. Individuals and teams may be nominated for an award in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions.

To submit a nomination online, access *http://pulse.partners.org/about/pie_about.htm.* Paper nomination forms also are available from managers and supervisors.

All nominations are due by Sept. 18, and the awards ceremony will be held in April 2010. For more information about the awards, e-mail *partnersinexcellence@partners.org* or call 617-724-9743.

– Service Improvement

(Continued from page 1)

an initiative that will communicate the stories of the patient care experience. The program will include a poster campaign, regular publication of patient letters and stories, and service-related messages from managers and supervisors to staff at departmental meetings.

MGHers are invited to share comments and stories that illustrate how "We are ALL responsible for the patient care experience." All those who submit a story or comment by Sept. 18 will be automatically entered into a raffle for the chance to win an iPod touch. Several stories may be selected to be featured in the poster campaign. Submissions should either describe a scenario or include actual feedback that shows how MGHers are helping to create positive experiences guided by the needs of patients and their families.

"Our employees, whether they work directly with patients or not, play a critical role in delivering 'Excellence Every Day,'" says Richard Corder, senior director of MGH Service Improvement. "Our goal here is to simply tell the stories – those that are being told by our patients and their families and those that are being told by our staff – that shape the patient experience."

To submit a story of the patient experience of care, send an e-mail to *MGHCAHPS@partners.org.* For more information about the overall initiative, contact Corder at *rcorder@partners.org.*

08.21.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

TOPPING OFF

The B3C is "topped off" with its final steel beams

BEAM ME UP: From left, Paul Greeng of James F. Stearns Co. Inc.; Mayor Menino and Slavin sign the last steel beam before it is hoisted to the top of the B3C.

IN BUILDING CONSTRUCTION, just prior to placing the highest structural element into place, construction workers, tradesmen, architects and planners traditionally celebrate the milestone occasion along with the building owners and sponsors at a "topping off" ceremony. On Aug. 13, MGH leaders and employees celebrated the topping off of the Building for the Third Century (B3C) – a 530,000-square-foot building slated to be complete in 2011 – with special guests Boston Mayor Thomas M. Menino, MGH Board of Trustees Chair Cathy E. Minehan and MGH patient Robert Deveau.

Jean Elrick, MD, MGH senior vice president of Administration, opened the ceremony by welcoming and thanking everyone involved with the project. She explained that to date, more than 330,000 total man hours have been dedicated to keeping construction – now at its halfway point – safely on schedule.

MGH President Peter L. Slavin, MD, welcomed Mayor Menino and thanked him and the city of Boston for supporting the project. He also thanked everyone who has contributed to the planning, design and construction, giving special recognition to the B3C leadership team, including Elrick; David Hanitchak, director of MGH Planning and Construction; and

(Continued on page 2)

O'Connell named J.H. Kanter Prize Laureate

JAMES J. O'CONNELL, MD, of the MGH Department of Medicine, is known throughout Boston as a physician with a heart for the homeless. For nearly 25 years, he has devoted his life's work to caring for this often ignored population as co-founder and president of the Boston Health Care for the Homeless Program (BHCHP), the nation's largest and most comprehensive health care program for the homeless. In recognition of his work, O'Connell has been named the inaugural recipient of the J.H. Kanter Prize for his "tireless efforts and creativity" in developing ways to eliminate health disparities and improve health care for homeless persons in Boston.

In addition to leading the BHCHP, O'Connell provides medical care directly to the homeless. It is not uncommon

(Continued on page 3)

O'CONNELL

– Topping off

(Continued from page 1)

Denise Palumbo, RN, executive director of MGH Imaging and co-chair of the Thrive B3C Operations Committee. In addition, Slavin thanked the MGH board of trustees, NBBJ Architects and Turner Construction Company and acknowledged the fundraising work of W. Gerald Austen, MD, chairman of the MGH Chiefs' Council, Patty Ribakoff, MGH trustee, and Jim Thompson, vice president of the MGH Development Office.

Also offering remarks was David Torchiana, MD, MGPO chairman and CEO. He reflected on the true purpose of the building – to serve MGH patients – and introduced Deveau, who had been dubbed "window superintendent" by construction workers because he often watched the construction activity from his hospital room window while awaiting kidney and heart transplants in 2008. Deveau publicly thanked his doctors and nurses and expressed his overall gratitude to the MGH community at large for caring for him. Also commemorating the occasion with brief remarks were Mayor Menino; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; and Minehan.

At the construction site, guests watched as three steel beams – one signed by construction workers, another signed by MGH employees, patients and visitors, and a small beam signed by pediatric patients – were hoisted to the top of the building structure. A small evergreen tree had been placed atop the largest beam – a tradition symbolizing the safe progress of the project and serving as a good luck charm for the future occupants of the building – along with a U.S. flag and a flag featuring the new MGH 2011 bicentennial logo.

For more information about the B3C, access *www2.massgeneral.org/b3c*. ■

International naval officers visit the MGH

A GROUP OF senior naval officers representing 47 countries – students of the Naval Command College (NCC) of the U.S. Naval War College – paid a visit to the MGH Aug. 13 to tour the hospital and learn about health care in the United States.

Each year, leading naval officers from around the world travel to Newport, R.I., to participate in the NCC's 10-month program, which prepares the officers for positions at the highest levels of command while encouraging friendship and cooperation among nations. The program also provides the participants the opportunity to learn about U.S. institutions and society through a series of educational trips.

A SEAWORTHY VISIT: Karanov, left, and Prestipino

The MGH Office for Visitor Education Programs (VEP) has hosted the students of the U.S. Naval War College for the last four years. Shelly Riley, VEP program manager, coordinated their most recent visit. The officers participated in a history tour of the hospital and heard a presentation in the Ether Dome by Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development.

In her presentation, Prestipino discussed the structure of health care in the U.S., specifically at the MGH and Partners HealthCare, as well as the future of health care as it relates to the current health care policy debate.

"We are doing our best to prepare for what is an evolving landscape in health care," said Prestipino.

Following a question and answer session, Captain Nikola Stoyanov Karanov of Bulgaria presented Prestipino with a plaque on behalf of the visiting class to thank her for her insightful presentation.

"These international naval officers are considered the best and brightest of each of their respective countries," says Riley. "I think the visits are as interesting and fun for us as they are for them." ■

Rolling with it for 60 years

SINCE ITS ESTABLISHMENT IN 1949, the MGH Candlepin Bowling League has provided camaraderie, fun and recreation for hundreds of MGHers.

In honor of its 60 years, new and longstanding league members and their guests commemorated the group's anniversary during its annual banquet held at the Holiday Inn Select.

The evening began with the presentation of the Mal McLean Award, which was given in memoriam to Oscar Moore, who died in May. Moore was a long-time member of the MGH Candlepin Bowling League. His wife, Earnet, also a member, accepted the award on behalf of her late husband. The Mal McLean award is presented each year to a bowler who displays exceptional dedication and fellowship to the league and its members.

Prizes also were presented to the top three teams in each division and to several league members for individual achievements. The league championship trophy, which is on permanent display outside the Eat Street Café, was awarded to the 2008-2009 champions, the "Tigers."

The new season begins Sept. 10 at Sacco's Bowl Haven in Somerville. The league meets every Thursday with an average of 12 teams participating. Bowlers of all skill levels are welcome to join. For more information, contact Patricia Frederico, president of the MGH Candlepin Bowling League and manager of MGH Research Operations, at *pfrederico@partners.org*.

RIGHT DOWN THEIR ALLEY: The league championship trophy

Summer safety tips from an MGH wilderness medicine expert

FOLLOWING A particularly rainy June and July, many are now taking the opportunity to enjoy the late summer season by spending more time outdoors. But according to N. Stuart Harris, MD, MFA, director of the Wilderness Medicine Fellowship at MGH, individuals should be aware of a number of seasonal hazards. While Harris assures these can be safely avoided or addressed, he offers the following information for general educational purposes:

Lightning and thunderstorms

"Ideally during a lightning and thunderstorm, you want to avoid being the highest point in the vicinity," says Harris. "Try to find shelter as soon as you can inside a house or car. If neither is available, crouch down into a ball, with your feet close together, preferably on top of a nonconducting surface, such as a foam pad or personal flotation device if you are on a boat."

A general guideline to remember during a lightning and thunderstorm is the "30-30 rule," which involves counting the seconds between seeing the lightning and hearing the thunder. If the time is under 30 seconds, the lightning storm is less than six miles away, which is close enough to be a threat. It is generally safe to leave the shelter 30 minutes after seeing the last lightning flash.

Heat stroke

Heat stroke is a medical emergency that requires immediate treatment. The condition occurs when the body's cooling strategies fail, leading to a rapid, potentially fatal increase in body temperature. A person with heat stroke often appears confused, is not speaking clearly and has dry, flushed skin. In contrast, those with more common, benign heat exhaustion are damp with perspiration and can still speak clearly. Although heat stroke can be fatal, it can be readily treated if recognized early.

"It's important to seek immediate medical attention if someone is very hot and not speaking coherently," says Harris. "In the meantime, move the individual out of the sun, remove any extra clothing, quickly get water onto their exterior and place them in front of a fan. This cools them from the exterior as best as possible."

Tick- and mosquito-borne diseases

"Unfortunately, tick- and mosquito-borne diseases are becoming increasingly more common," says Harris. "But these diseases are avoidable and treatable if recognized."

Harris recommends avoidance as the best protection against tick- and mosquito-borne diseases such as Lyme disease, West Nile virus and eastern equine encephalitis virus. Using an insect repellent helps repel most biting pests. He also advises wearing long sleeves and tucking pant cuffs into socks when outdoors in Lyme-endemic or mosquito-prone areas as well as during the evening and night, which are mosquito feeding times. After being in areas where there could be ticks, it is important to conduct "tick checks." If a tick is found, it should be promptly removed. Individuals should then discuss with their primary care physician the possible use of antibiotics. If a rash, muscle aches, headache and a fever higher than 101 degrees occur following a tick bite, the individual should see his or her physician for appropriate care.

Bee stings

Individuals with serious allergies to bee stings should be prepared to immediately administer adrenaline with an "EpiPen" and receive treatment at an emergency department if stung. For those without serious bee-sting allergies, home treatment will likely be sufficient. Harris advises removing the stinger as soon as possible by raking a flat-sided implement – such as the edge of a credit card – across the stinger to release it from the skin. Individuals should not try to pull out the stinger with their fingers, because this could cause more venom to be injected. After removing the stinger, an oral antihistamine, such as Benedryl, often is recommended at the discretion of the individual's physician. In all bee-sting cases, it is important to watch for anaphylaxis symptoms such as facial swelling, wheezing, vomiting and fainting. If these occur, immediate adrenaline administration and a visit to the closest emergency department are in order.

Harris explains that the above advice and information is presented to raise general awareness and is not intended to be used in place of consultation with health care professionals.

"While the summer months are a time for fun, it is important to stay healthy and safe," says Harris. "Individuals should contact their physician or seek medical help if they have any questions or concerns." ■

– O'Connell

(Continued from page 1)

for him to crawl under bridges into makeshift shanties to care for isolated individuals, hand out sandwiches in all types of weather to the hungry living on the streets or build meaningful friendships with those surviving only with whatever they can find or are given.

O'Connell was the first physician to serve at the BHCHP. Through his leadership, there are now 16 physicians in the program, which delivers care at more than 80 sites, including the MGH Medical Walk-in Unit and the Barbara McInnis House, a 104-bed medical respite unit for the homeless.

Working with a team from the BHCHP and the MGH Laboratory of Computer Science, O'Connell designed and implemented a medical records system for the care of homeless patients. He also has authored a number of books on caring for the homeless.

The J.H. Kanter Prize is sponsored by the Health Legacy Partnership, a public-private partnership with the U.S. Agency for Healthcare Research and Quality. The award is named for Joseph H. Kanter, a pioneering advocate for health care reform. Each state medical society nominated two candidates for the $100,000 award.

"I am humbled by this award," O'Connell says, "and I accept it on behalf of all of the providers and staff at the Boston Health Care for the Homeless Program who work tirelessly every day to improve the lives of homeless persons throughout Boston."

08.21.09

MGH HOTLINE

The MGH Fund: One gift, infinite possibilities

APPROXIMATELY 1,000 MGH EMPLOYEES decided to test their luck for the chance of winning four coveted seats to the Red Sox vs. Yankees Aug. 23 baseball game. The winner would not only receive four free tickets to see the game but also would be watching from the EMC Club, Fenway Park's premium seating area.

"I was really surprised to win these tickets, because I had actually forgotten I had entered," says raffle winner Nelson Orr, RTR, CV, of the Division of Cardiovascular Imaging and Intervention. "I am honored to represent MGH at the game and to know that the raffle proceeds will go to such a worthwhile cause as the MGH Fund. Thank you, and 'Go Sox!'"

The MGH Fund is an unrestricted fund that helps meet opportunities to advance medicine. Some of the areas that have benefited from the fund include cancer research, clinical innovation and service.

"The overwhelming generosity of our employees helped raise more than $20,000 for the MGH Fund, allowing our hospital's leaders to continue providing the highest quality care for patients while advancing medical research and training future caregivers," says Jeff Davis, senior vice president of MGH Human Resources. "Congratulations Nelson, and 'Go Red Sox!'"

The raffle was sponsored by the MGH Human Resources Department and Development Office. Tickets were donated by John Henry, principal owner of the Red Sox and a member of the MGH board of trustees. Other types of raffles offering a variety of prizes will continue to be held throughout the year to benefit the MGH Fund.

For more information, visit *www.massgeneral.org/mghfund.*

WHAT'S HAPPENING

Seminar on hearing and balance

The Department of Audiology at the Massachusetts Eye and Ear Infirmary (MEEI) will host its ninth annual public forum on hearing and balance, "Hearing and Balance Changes with Age," Sept. 12 from 9 am to 12:30 pm in the Meltzer Auditorium at MEEI. The program is free, and seating is limited. To register, call 617-573-3265 or e-mail *audiologypublicforum@meei.harvard.edu.*

PIE awards nominations

Nominations continue to be accepted for the 2009 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues – either individuals or teams – for their exceptional work throughout the year. Nominations may be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *http://pulse.partners.org/about/pie_about.htm.* Forms also are available from managers and supervisors. The nomination deadline is Sept. 18. For more information about the awards, call 617-724-9743 or e-mail *partnersinexcellence@partners.org.*

Disparities seminar series

The MGH Disparities Solutions Center will host a seminar in its "Keeping Current: Racial and Ethnic Disparities" series Sept. 10 from noon to 1 pm in the Yawkey Center, Room 10-660. Lisa Iezzoni, MD, MSc, director of the MGH Institute for Health Policy, will present on disparities in cancer treatment and outcomes for people with disabilities. For more information or to register, e-mail *disparitiessolutions@partners.org.*

IRB lecture

The MGH Clinical Research Program and the Human Research Committee are sponsoring a lecture, "What Does the IRB Really Want? How to Write a Human Studies Protocol" Sept. 21 from 3 to 4 pm in the Simches Research Center, Room 3.110. The lecture is designed for new research fellows and professional staff, research nurses, and study coordinators submitting materials to the IRB. It will address full review protocols, which are protocols of more than minimal risk that must be considered at a convened meeting of the IRB. To register, visit *http://hub.partners.org/catalog.* For questions, contact Suzanne Guerette at 617-724-2900.

Scientific writing series

The MGH Clinical Research Program and the MGH Department of Psychiatry are sponsoring a three-part educational series, "Scientific Writing" Sept. 16, 23 and 30 from 4 to 5:15 pm in the O'Keeffe Auditorium. The series will focus on clarifying the writer's interests, learning how to avoid obsessive perfectionism, writing multiple drafts, understanding the peer-review process, writing an abstract and more. To register, visit *http://hub.partners.org/catalog.* For questions, contact Lauren Michaels at 617-726-5010.

IN GENERAL

Sanja Sever, PhD, of the Department of Medicine, has received one of seven grants from the NephCure Foundation's 2009 Scientific Research Grant Program, which supports research on primary focal segmental glomerulosclerosis and nephrotic syndrome. Sever's grant, the Established Investigator New Direction Grant, provides $200,000 over two years.

Timothy Buie, MD, a pediatric gastroenterologist at the MassGeneral Hospital *for* Children, was honored by the Autism Society of America. Buie was named Professional of the Year, an award given to a professional in the field of autism for his or her exceptional commitment to the autism community.

Richard Kitz, MD, a former chief of the MGH Department of Anesthesia, Critical Care and Pain Medicine, has been recognized as the Medical College of Wisconsin's 2009 Alumnus of the Year. He is being honored for his lifetime of leadership in the field of anesthesiology as a caregiver, teacher and researcher.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

A generous gift

$29M gift funds new multidisciplinary center for adults with autism

MANY ASSOCIATE AUTISM with children, but the complex disorder is a lifelong condition affecting a growing population of adults. In the past 20 years, much has been learned about autism, the most common condition in a group of developmental disorders known as autism spectrum disorders (ASD). Autism is characterized by impaired social interaction, problems with communication and unusual, repetitive behavior or severely limited activities and interests. There is no single best treatment for patients, so those with autism can best benefit from a multidisciplinary, patient-centered care team. Unfortunately, such treatment programs often have long waitlists, and there are relatively few programs for adults with autism.

TRANSFORMING CARE FOR AUTISTIC PATIENTS: From left, Slavin, Bauman, Schutt and Kay Murray, RN

To address these individual and societal needs, Nancy Lurie Marks and the Nancy Lurie Marks (NLM) Family Foundation have donated $29 million to the MGH – the hospital's fourth largest gift ever – to create the Lurie Family Autism Center, designed to transform the way caregivers address the growing and aging autistic population.

The center's formation comes as an increasing number of children diagnosed with autism will enter adulthood over the next several years. The center will address the needs of individuals with autism throughout their lifetimes and help the families of patients effectively deal with the complex issues facing autistic adults in society. Through the center, patients and their families will be seen by an integrated team of caregivers who will collaborate across medical disciplines in determining the proper course of treatment.

The new center will build on the clinical practice at LADDERS (Learning and Developmental Disabilities Evaluation and Rehabilitation Services), a program of MassGeneral Hospital *for* Children (MGH*f*C) that provides expertise in neurology, developmental pediatrics, gastroenterology and psychiatry/psychopharmacology for children with autism. LADDERS will be expanded into adult internal medicine, augmentative communication, nutrition, audiology, and vocational and transitional planning support, with the key element of care centering on the coordination between clinicians, therapists, educational and family counselors and researchers.

The gift and additional funds to be raised will be used to create an environment promoting the discovery and testing of new treatments and the training of future specialists in delivering medical

(Continued on page 2)

PRINCESS FOR A DAY: MGH*f*C patient Noelli Castenada with Snow White

Smiles at sea

A BEAUTIFUL SUMMER afternoon Aug. 16 was the setting of a Sunday outing for eight young MassGeneral Hospital *for* Children (MGH*f*C) cancer patients and their families, who set sail on Boston Harbor aboard the Spirit of Boston's Princess and Pirate Cruise.

The event was a time for the children to take a break from their cancer treatments and celebrate with their families and cruise staff members who were dressed as princesses, pirates and other popular childhood characters such as Cinderella, Snow White and Sleeping Beauty. The children were encouraged to dress up as well and enjoyed refreshments, music and dancing during the excursion.

The event is one of many activities sponsored by the MGH*f*C Cancer Center to provide patients and their families the opportunity to connect with and support one another in a fun atmosphere.

– Autism

(Continued from page 1)

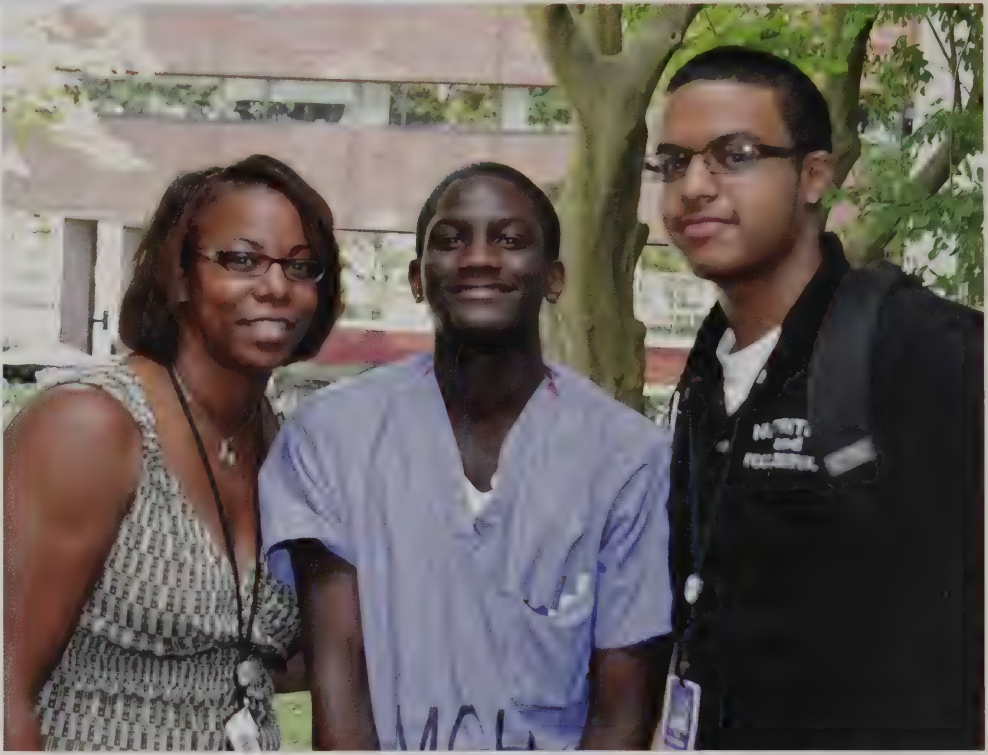
care to the autistic population. A national search soon will begin for a director for the Lurie Family Autism Center, who will occupy an endowed chair at Harvard Medical School (HMS).

The gift also will establish a two-year fellowship for young physician-researchers-in-training. The center will participate in a separate multi-institutional HMS program, funded by the NLM Family Foundation, to educate a new generation of physicians in the modern care of patients with autism. Margaret Bauman, MD, MGH*f*C neurologist and LADDERS founder, will serve as the MGH Distinguished Scholar in Autism, an endowed position to be held by a pioneering physician-scientist.

MGH President Peter L. Slavin, MD, announced the generous gift at an Aug. 25 event, where he thanked Marks and the NLM Family Foundation; Clarence Schutt, PhD, director and chief scientific officer of the foundation; and its president, Cathy Lurie. He also acknowledged W. Gerald Austen, MD, co-chair of the MGH Philanthropy Program and chairman of the MGH Chiefs' Council, and MGH Development Office staff for their fundraising efforts. He gave special mention to NLM Family Foundation trustees H. Eric Cushing, Mark Balk and Richard Denning, who helped develop the framework for the new center working with Schutt and Joan Sapir, MGH senior vice president of Neurosciences, MGH*f*C, Dermatology, Physical Medicine and Rehabilitation, Molecular Biology, and Obstetrics and Gynecology.

"Through the years, the Nancy Lurie Marks Family Foundation has done so much to advance the understanding of autism spectrum disorders, and we are honored to join in this enduring partnership," said Slavin. "With this gift, the Nancy Lurie Marks Family Foundation is breaking new ground in the scientific study and clinical care of autism spectrum disorders. We are deeply committed to utilizing the MGH's full research enterprise to gain new and pioneering insights into these developmental disorders, while providing the finest multidisciplinary, compassionate, lifespan care to patients and families affected by autism."

For more information about the Lurie Family Autism Center/LADDERS, call 781-860-1700. For research questions, contact Christine Ferrone at the Lurie Family Autism Center at 781-860-1715. ■



A FUTURE IN MEDICINE: From left, Supervisor Monica Whitlow of General Surgery with Summer Jobs participants Evonte Owens and Tre Fernandez at the Student Celebration

The next generation of health care workers

"IT WAS AN AWESOME EXPERIENCE," says 19-year-old Aris Medina of his internship at the MGH through the ProTech Program. Medina was one of nearly 150 students who worked at the MGH this summer through the Summer Jobs, SummerWorks and ProTech programs. The students and their MGH supervisors were recognized at the MGH Center for Community Health Improvement (CCHI) School Partnerships 2009 Student Celebration.

Medina, who graduated from Health Careers Academy this year, worked in the Radiation Oncology Department helping to create devices to protect the healthy organs of cancer patients during treatment. In the fall, he will study biology at Fitchburg State College with plans to become a physician.

The celebration, held Aug. 19 in the O'Keeffe Auditorium, opened with remarks from Galia Wise, manager of MGH School Partnerships. Several students also spoke, sharing details of their experiences at the MGH and their future goals.

"The staff of the Summer Jobs program and my supervisors in my current department, Partners Health Systems Human Resources, quickly became my mentors," said Nathalie Merida, one of the student speakers who has taken part in CCHI's programming since 2004. "My experience here at the MGH has become the foundation for my future career." Merida will attend Boston College on a full scholarship this fall.

Keynote speaker Elliot Melendez, MD, a former MGH physician who currently works at Children's Hospital Boston, shared his story of perseverance. As a teen, Melendez dropped out of high school due to personal and financial stressors. But after a close encounter with gang violence, he knew he needed to obtain an education to turn his life around. He worked toward his GED, attended college and later Harvard Medical School, where he earned his medical degree in 1995.

"Never give up – the more you are pushed down, the more you should stand up," advised Melendez.

Following the speaking program, the 12 seniors who recently graduated from the ProTech program, including Medina, were honored. Each will be pursuing higher education in the fall. Certificates were presented to four of the graduates who received the Edward M. Kennedy Health Career Scholarship, a $1,250 scholarship given to high school seniors who have demonstrated excellence in school and in an internship position. Two other students are Posse Foundation scholars and will receive four-year, full-tuition leadership scholarships. ■

Empowering aging parents with advance planning

WHILE MANY ENJOY the benefits that modern health care offers, such as enhanced quality of life and extended life expectancies, many other Americans find themselves moving into unfamiliar territory – caring for their aging parents. Conversations that once revolved around children, pediatrician recommendations and schools are turning to discussions about geriatricians and assisted living residences.

To better care for and empower aging loved ones, MGH Geriatric Medicine Unit Coordinator of Social Work, Barbara Moscowitz, MSW, LICSW, encourages all adults to consider advance planning – for themselves and their aging parents.

"Our parents are now living much longer," Moscowitz says. "Often they do quite well through their 70s and 80s. Then suddenly or gradually, we begin to notice problems and deficits, and their lives and our lives change. Often we are not prepared to effectively or emotionally deal with the transition to caring for our aging parents. But there are several important steps we can take to ensure the comfort, care and dignity of our elderly family members."

Having the Conversation

One of the first and most important steps to caring for aging parents is to start preparing for times of potential crisis. This starts with having open and honest conversations about what the parents would like their children or spouse to do if they are faced with illness or frailty.

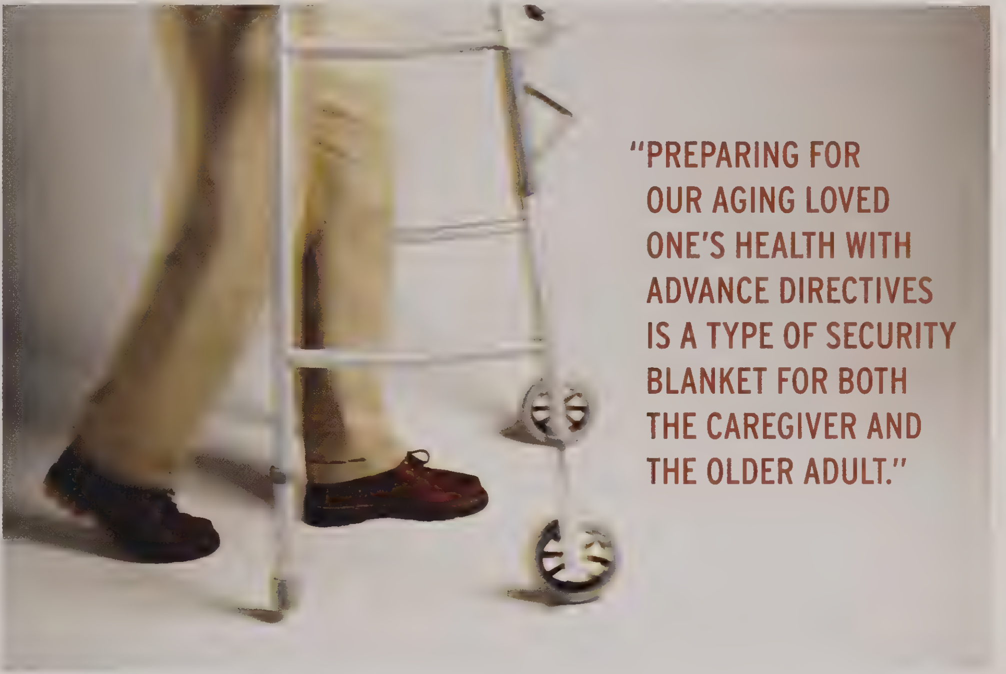
"These are critical conversations," says Moscowitz. "In this day and age, retirement can be as long as 40 years, and families ideally should start planning for and with their elderly parents just as they think about planning for a child attending college. This involves more than just thinking about saving money. It involves being forthright in sharing preferences related to choices surrounding medical care, living arrangements and advance directives if the parent is faced with illness or frailty."

Moscowitz explains that these discussions can help equip both the caregivers and elderly adults with appropriate resources, support systems and information, and help both parties emotionally prepare for a potential crisis.

Advance Directives

If the time comes – due to illness, frailty or accident – when loved ones can no longer make their own decisions about medical care, it is important to have in place a set of advance directives, preferably in writing, so that their wishes are specific, clear and available. Some of the types of advance directives are the following:

Health Care Proxy: Under the Massachusetts Health Care Proxy Act, individuals have the right to appoint another person to make decisions about their health care in the event they cannot do so themselves. This person becomes the health care agent or health care proxy, and he or she can act as such with a completed Health Care Proxy Form. This form is available at most hospitals and can be found at *www.healthcareproxy.org.*



"PREPARING FOR OUR AGING LOVED ONE'S HEALTH WITH ADVANCE DIRECTIVES IS A TYPE OF SECURITY BLANKET FOR BOTH THE CAREGIVER AND THE OLDER ADULT."

Living Will: This document details a person's preferences about life-sustaining treatment in the event of terminal illness. Legal immunity is given to caregivers who comply with an appropriately drafted living will. The U.S. Living Will Registry electronically stores all types of advance directives and makes them available to hospitals across the country through an automated system. The system is free and confidential at *www.uslivingwillregistry.com.*

Durable Power of Attorney: Similar to the Health Care Proxy Form but for finances and business affairs, this document allows individuals to designate a surrogate decision-maker, such as a friend or relative, to manage their business matters and make medical decisions if the individual can no longer do so. Individuals should discuss with the surrogate ahead of time the details of their personal business affairs.

Medical Directive: Those who prepare their medical directive have in writing their wishes regarding various types of medical treatment in several representative medical situations.

Moscowitz encourages individuals, whether they are children of elderly parents or aging themselves, to begin the process of planning in advance for future health care decisions. It is important to note that these decisions can evolve and change as life situations change. Nothing is permanent, and the person who is designating a surrogate and discussing preferences for care is in charge as long as his or her capacity to make decisions is intact. Only a physician can decide when someone is unable to make his or her own decisions.

"Making advance decisions about one's medical care is a right," she says. "People may be afraid to bring it up; the topic can seem depressing. But talking through these types of decisions ahead of time is an opportunity to offer your loved one a real gift. With advance planning, a lot of pain can be avoided. If a time of crisis arises, the caregiver can make decisions that they know their loved one has made and agreed with themselves. Preparing for our aging loved one's health with advance directives is a type of security blanket for both the caregiver and the older adult."

For more information, access *http://www2.massgeneral.org/seniorhealthweb/* or *http://www2.massgeneral.org/pflc/index.asp.* ■

08.28.09

MGH HOTLINE

WHAT'S HAPPENING

Change in Hotline schedule

Due to the Labor Day holiday, *MGH Hotline* will not be published Sept. 4. The regular schedule will resume Sept. 11.

MGH Blood Donor Center summer promotions

During the month of September, all donors will receive a coupon for a free ice cream at any J.P. Licks. All donors also will be entered into a raffle to win two roundtrip tickets from AirTran valid for anywhere AirTran travels in the United States. For more information or to schedule an appointment, call 617-726-8177.

Laughter yoga

The Benson-Henry Institute for Mind Body Medicine is offering a laughter yoga class Sept. 14 from 12:15 to 1 pm in the Thier Conference Room. Laughter yoga combines laughter exercises with relaxing yoga breathing techniques to relieve stress, enhance mood and improve health. No previous yoga experience is necessary. The class is led by Laura Malloy, a certified laughter yoga teacher. To register, call 617-724-3113 or e-mail *lsussman@partners.org*.

PIE awards nominations

Nominations continue to be accepted for the 2009 Partners in Excellence (PIE) Awards. All MGHers are invited to nominate their colleagues – either individuals or teams – for their exceptional work throughout the year. Nominations may be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *http://pulse.partners.org/about/pie_about.htm*. Forms also are available from managers and supervisors. The nomination deadline is Sept. 18. For more information about the awards, call 617-724-9743 or e-mail *partnersinexcellence@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE will offer the following free events for seniors ages 60 years and older: a hypertension screening Sept. 7 from 1:30 to 2:30 pm at Hill House, 127 Mt. Vernon St., and a lecture, "Cancer Screening: Separating Fear from Fact" with guest speaker Matthew Ulrickson, MD, MSc, of MGH Senior Health, Sept. 10 from 11 am to noon in the Haber Conference Room. For more information, call 617-724-6756.

New tools for clinical research seminar

The MGH Clinical Research Program and MGPO Information Systems Management and Planning are sponsoring a luncheon seminar, "New Tools for Clinical Research: AE/SAE Notification Tool and Monitor Online Record Access (MORA)" Sept. 9 from noon to 1 pm in the Simches Research Center, Room 3.110. Presenters will share the current status of the AE/SAE Notification Tool and MORA projects and will seek feedback from potential end-users about possible upgrades and additional features they would like to see addressed. To register, access *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

Information on HMS Foundation Funds now available

Information on research funding opportunities through the Harvard Medical School (HMS) Foundation Funds, formerly the Red Book, will be available beginning Aug. 31 at *www.hms.harvard.edu/foundationfunds*. Applications must be submitted by Oct. 6. For more information, contact Erin Cromack at 617-432-7463 or *erin_cromack@hms.harvard.edu* or Michael Bautista at 617-432-6928 or *michael_bautista@hms.harvard.edu*.

Research nurse roundtable

The MGH Clinical Research Program is sponsoring a research nurse roundtable Sept. 22 from 12:15 to 1:15 pm in the Garrod/Mendel Conference Room in the Simches Research Center, second floor. Designed to provide a forum for nurses who work in clinical research to discuss issues common to their practice, the roundtable provides an opportunity to share knowledge, problem solve and network. Lunch will be provided. To register, access *http://hub.partners.org/catalog*. For questions, contact Hillary Dearborn at 617-726-3310.

Wellman Center lectures

The MGH Wellman Center for Photomedicine will host a lecture, "Three Decades of Brain PDT Applications: Light at the End of the Tunnel" with M. Sam Eljamel, MD, of the Department of Surgical Neurology at Dundee University in Scotland, Sept. 1 in the Thier Conference Room from 2:30 to 3:30 pm. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

Coffee talk addresses underage drinking

PARENTS IN REVERE, MASS., are using a beverage of a different kind to combat alcohol use in young adults: coffee.

Revere CARES, a program of the MGH Center for Community Health Improvement directed by Kitty Bowman, has initiated the Parent Action Campaign to educate parents on local adolescent use of alcohol, drugs and tobacco. The campaign includes a series of 20 coffee meetings hosted to promote informal discussion and communication about underage drinking. The meetings are targeted toward parents of children ages 11 through 15 – children who have not yet engaged in underage drinking prevention efforts at school but may benefit from early intervention.

Held at the parents' homes, the meetings are facilitated by Kim Hanton, LADC, a licensed addiction counselor, Revere resident and mother of three. Fourteen of the sessions are held in English and six are held in Spanish.

Hanton provides the parent groups with information about teenage alcohol use and addresses concerns parents have about dealing with underage drinking and drug use. She helps the parents build support, consistent messages and a safety network that is encouraged to continue after the coffee meetings.

"I have two children ages 11 and 14," says Carole Smith, a participating parent and Revere resident. "Through Kim's presentation and the literature provided by Revere CARES, I have learned so much about underage drinking – and how to prevent it."

The Revere CARES Parent Action Campaign is funded by the MGH Center for Community Health Improvement and the Sober Truth on Preventing (STOP) Underage Drinking Act Grant Program.

For more information about Revere CARES, access *http://www2.massgeneral.org/reverecares*.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Excellence Every Day

The MGH completes successful Joint Commission survey

FOLLOWING NEARLY THREE YEARS of continuous compliance evaluation, mock survey reviews and enhanced hospitalwide quality and safety, the MGH joined together to demonstrate "Excellence Every Day" for patients, their families and staff during the unannounced Joint Commission reaccreditation survey Aug. 24 through 28. This year, the MGH took part in a new survey approach from the Joint Commission by participating in both its hospital and laboratory surveys during the same week for an integrated inspection.

The Joint Commission, a nonprofit organization that evaluates and accredits health care organizations and programs in the United States, aims to help improve the quality of medical care across the nation by accrediting organizations that meet specific standards after completion of a thorough inspection. A 10-person survey team from the Joint Commission visited the MGH, assessing dozens of areas across the hospital, including inpatient units, ambulatory practices, procedural areas and laboratories. Through patient and systems tracers, they carefully and thoroughly evaluated processes of care, elements of documentation and the hospital environment.

A 10-PERSON SURVEY TEAM FROM THE JOINT COMMISSION VISITED THE MGH, ASSESSING DOZENS OF AREAS ACROSS THE HOSPITAL, INCLUDING INPATIENT UNITS, AMBULATORY PRACTICES, PROCEDURAL AREAS AND LABORATORIES.

The survey team was impressed with what they saw. During the Aug. 28 exit conference for managers, supervisors and Excellence Every Day champions, the surveyors commended the passion and dedication to providing high quality, safe care that MGH staff members exhibited. They noted numerous examples of patient care that were highly collaborative across disciplines. They also commented positively on several patient safety initiatives, including the Excellence Every Day champions, hand hygiene, ongoing professional practice evaluation for physicians and universal protocol programs.

"The MGH has been steadfastly committed to Excellence Every Day, and this survey experience

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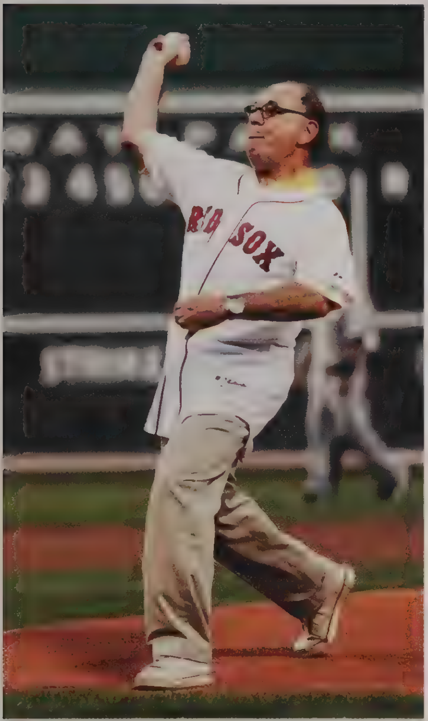

A GAME TO REMEMBER: Kaban makes his pitch.

A "pitcher" perfect throw

THE AUG. 21 Red Sox versus Yankees game began on a high note with Leonard Kaban, DMD, MD, chief of the Department of Oral and Maxillofacial Surgery, making the most of a once-in-a-lifetime opportunity to throw out the first pitch. Despite the high point at the top of the game, the evening ended with the Red Sox losing 21 to 11.

ALL SMILES: From left, Thornton, Cody Ruckel, Matthew Cosentino, Tsang and Nick Larkin

A real treat ...

FOR BOSTON BRUINS PLAYER Shawn Thornton, "icing," or illegally shooting the puck over two red lines, might result in jeers from fans, but at a special cookie-decorating event Aug. 25 for patients of MassGeneral Hospital *for* Children (MGH*f*C), Thornton's icing efforts received big smiles.

Thornton visited a group of children who are touched by neuromuscular disorders to decorate cookies, sign memorabilia and

(Continued on page 4)

IMPROVING QUALITY AND SAFETY: MGH clinical nurse specialists were acknowledged during the first annual National Clinical Nurse Specialist Recognition Week.

Celebrating MGH clinical nurse specialists

WITHOUT CLINICAL NURSE SPECIALISTS, the U.S. health system would be very different. As licensed registered nurses who have completed graduate training, clincial nurse specialists offer nursing leadership and expertise in a wide array of areas, including diseases, medical environments, patients and procedures. Their primary goal is the continuous improvement of patient outcomes and nursing care through innovation in the complex hospital environment.

In recognition of this unique profession, clincial nurse specialists across the United States celebrated the first annual National Clinical Nurse Specialist Recognition Week Sept. 1 through 7. At the MGH, 56 clincial nurse specialists provide care and management throughout the hospital, serving as essential resources to colleagues, establishing best practice models, creating and monitoring policies, and designing nursing practice standards.

"Clinical nurse specialists have led many initiatives at the MGH that have helped to improve care," says Marian Jeffries, RN, CNS, FNP, of Thoracic Surgery. "Among these, clincial nurse specialists have addressed the risk for pressure ulcers and implemented interventions leading to prevention of pressure injury. They have initiated a review of literature and evidence-based practice around tube-feeding that resulted in the development of a practice guideline for tube safety; they have developed a diabetic bedside teaching tool that educates nurses, patients and families; and they have created a multidisciplinary tracheal airway team to improve outcomes for all respiratory and compromised airway patients."

"The functions of clinical nurse specialists can vary," adds Pat Connors, RNC, CNS, MS, of Obstetrics and Gynceology Services. "In general, we offer care at the bedside to improve outcomes and practices; collaborate with colleagues to establish best practice models; develop new policies; and work with other hospital leaders to enhance quality and patient safety."

"We are fortunate to have such a skilled and dedicated group of clinical nurse specialists who are essential members of MGH Patient Care Services," says Jeanette Ives Erickson, MS, RN, FAAN, senior vice president for Patient Care and chief nurse. "Our clinical nurse specialists offer not only their expert skill set to help improve patient care at the bedside through evidence-based practice, but they also contribute to hospitalwide improvements and change that is fundamental to providing exceptional quality, safety and cost-effective care. We acknowledge all of their wonderful contributions during their special recognition week."

For more information about MGH clinical nurse specialists, contact Jeffries at *mjeffries@partners.org* or Connors at *pconnors1@partners.org.* ■

– Joint Commission

(Continued from page 1)

was a clear demonstration of the commitment and dedication of our staff to continuously improve the care we deliver," says John Belknap, director of Corporate Compliance. "I want to thank all of our staff for their hard work not only to do well on this survey, but also to provide the best for our patients each and every day."

While the survey results provide much to celebrate, MGHers already are hard at work reviewing the preliminary findings of the reports and determining how to use them to improve practices. The report highlights several opportunities for improvement, and the MGH is working with the Joint Commission to clarify the findings and submit plans of action where necessary.

Adds Belknap, "Improving our care is an ongoing process. I am confident that our commitment to making the MGH the best for our patients, their families and our staff will endure beyond any single survey."

A final report will be issued after the clarification process and will be posted to *http://qualityandsafety.massgeneral.org* along with a summary of findings.

For more information about the Joint Commission survey process, contact Belknap at 617-726-5109 or *jbelknap@partners.org.* ■

From transplant to triumph

THERE'S ANOTHER SIDE to Jen Searl, MLS, health educator at the Maxwell and Eleanor Blum Patient and Family Learning Center at the MGH. From her slight physique and quiet manner, most patients and visitors probably wouldn't guess that 29-year-old Searl is a medal-winning athlete who competes at the international level – and as a transplant recipient, that's no small triumph.

Searl traveled to the other side of the globe Aug. 19 to represent the United States as captain of the swim team in the 2009 World Transplant Games. The event brings together more than 2,000 transplant athletes from 50 countries to compete in a range of sporting events. Held biannually, the games celebrate the magnificent impact organ donation can have on another's life.

Searl competed in numerous swimming and track events and won seven medals overall. She earned silver medals in three events: the 1500- and 400-meter runs and the 4-by-50 medley swim relay, and she won bronze medals in four events: the 800-meter run, the 4-by-400-meter running relay, the 100-meter backstroke and the 50-meter breaststroke.

It's quite a change of pace from where she was not long ago. For seven years, Searl was unable to participate in most physical activities. Diagnosed with kidney disease at 12, she underwent a kidney transplant with her father as the organ donor. The immunosuppressive drugs she took to prevent rejection of the new organ, however, resulted in debilitating side effects – from memory loss to excruciatingly painful warts on her feet.

Relief finally came in 2002, thanks to a procedure developed at the MGH in which the patient's immune system is temporarily suppressed in order to allow it to develop a tolerance to the new organ. That year, Searl became the first patient in the world to successfully receive a nonmatched, transplanted organ without needing to take immunosuppressive drugs.

TEEMING WITH PRIDE: Searl, far right, with teammates, from left, Jen Klouse and Ann Kirchmier

"I began working out to keep in shape after the operation, running, lifting weights and attending fitness classes," she says. "What began as just exercise, over time, became my passion."

Searl first participated in the U.S. Transplant Games in 2006, winning four medals, including two gold, in various swimming events. The following year, she gave marathons a try, running one in Chicago and another in Cape Cod.

Searl again participated in the U.S. Transplant Games in 2008, competing in both swimming and track events. She earned six medals that year. Her success landed her the prestigious honor of "Outstanding Female Athlete" and a trip to the 2009 World Transplant Games.

"I expected the games to be an experience I would never forget, and it was honestly the time of my life," says Searl. "It was just such a celebration of life, achievement and friendship – winning was icing on the cake." ■

Annual soccer clinic provides healthy fun for children with disabilities

SMILES DOMINATED the field Aug. 28 at the Dana Farber Field House at Patriot Place in Foxborough, as the MGH partnered with the Spaulding Rehabilitation Network and New England Revolution soccer team to offer a soccer clinic for children with disabilities.

More than 100 children attended the annual clinic and spent nearly two hours working with Revolution players and coaches to hone their dribbling, footwork, shooting and goalkeeping skills. Makeshift games were formed on the field as children of all abilities were anxious to try out their new skills against opponents.

HAVING A BALL: A young athlete enjoys a day with New England Revolution team members.

Afterward, Revolution players Bobby Shuttleworth, Brad Knighton, Wells Thompson and Amaechi Igwe gathered the clinic's participants into a huddle and chatted with them about what it's like to play professional soccer, the importance of living an active and healthy lifestyle, and doing well in school. There was even a little talk about everyone's favorite video game – Guitar Hero.

Participants snacked on healthy treats such as oranges, raisins and granola bars donated by MGH Nutrition and Food Services. Several soccer balls autographed by the entire Revolution team were raffled off. To end the afternoon, the team members signed autographs on everything from soccer balls to T-shirts and soccer jerseys.

Margo Johnson, an administrative assistant at MGH Chelsea HealthCare Center, brought her grandson, Stephen, to the Revolution's clinic.

"My grandson was so excited that he had a ball and T-shirt autographed," says Johnson. "He could not wait to bring them to school and show his classmates. What a great thing to do for special needs children and adolescents."

– Bruins

(Continued from page 1)

chat about hockey. He answered questions from the children while posing for photos, giving autographs and passing out pucks and posters.

The event, held in the Trauma Center Conference Room at 165 Cambridge St., was arranged by the Muscular Dystrophy Association (MDA) with the help of Brian Tseng, MD, PhD, director of the MGH*f*C Pediatric Neuromuscular Service.

"The kids really enjoyed themselves," says Tseng. "And I think Shawn did too – he's a great, warm, hulk of a guy, and his 'enforcer' reputation is clearly for the ice only! The Boston Bruins, as exemplified by Shawn, have been tremendous in reaching out to children with neuromuscular disorders at MGH*f*C and the MDA." ■

WHAT'S HAPPENING

Memorial service for Bill Kneeland, RN

A memorial service for Bill Kneeland, RN, a longtime staff nurse in the Department of Pediatrics who died July 12, will be held Sept. 16 at 2 pm in the MGH Chapel. For more information, contact Kate Stakes, RN, at 617-726-7505.

MGH Senior HealthWISE

MGH Senior HealthWISE will offer the following free events Sept. 17 for seniors ages 60 years and older: a lecture, "No Fad Diets: Eating for Healthy Hearts" with speaker Kumar Dharmarajan, MD, of MGH Senior Health, from 11 am to noon in the Haber Conference Room, and a book club discussion of "Heat: An Amateur's Adventure as a Kitchen Slave, Line Cook, Pasta-Maker and Apprentice to a Dante-Quoting Butcher in Tuscany" by Bill Buford from 3 to 4 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

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Danvers Center community open house

A community open house will be held in the new Mass General/North Shore Center for Outpatient Care in Danvers Sept. 26 from 9 am to 1 pm. The open house will include tours of the center, health screenings and demonstrations, introductions to physicians and children's activities. For more information, access *http://www.massgeneralnorthshore.org/*.

Esophageal cancer course

The MGH Digestive Healthcare Center will host a two-hour educational program, "Confronting the Epidemic of Esophageal Cancer: Innovative Screening Techniques and Treatment Strategies for Barrett's Esophagus and GERD" Oct. 15 from 5 to 7 pm at the Sheraton Colonial Boston North in Wakefield. The program allows gastroenterologists and primary care physicians to rapidly acquire knowledge of recent advances in screening and treatment for Barrett's Esophagus and other precursors to esophageal cancer. CME credit is available. For more information or to register, access *www.reedmeded.com/barretts*.

Volunteers needed for MGH/Timilty Partnership

The MGH/Timilty Partnership is seeking volunteers to mentor students with their science fair projects at the James P. Timilty Middle School. Mentors meet with students at the MGH or Charlestown Navy Yard on two Friday mornings a month, October through January. The partnership, a program of the MGH Center for Community Health Improvement, provides ongoing mentor training and support. For more information, contact Rantimi Oluwasegun at 617-643-6291 or *roluwasegun@partners.org*.

Age-related macular degeneration seminar

The Department of Ophthalmology will host a public forum, "Update on Age-Related Macular Degeneration – Current Treatments, Future Directions" Sept. 26 from 9 am to noon in the Meltzer Auditorium at the Massachusetts Eye and Ear Infirmary. The program is free, and seating is limited. To register, call 617-391-5990.

Alpert Prize Symposium

Harvard Medical School is hosting the Warren Alpert Prize Symposium, "Beyond Blindness: The Future of Diabetes Care" Sept. 29 from 2 to 5:30 pm at the Joslin Auditorium in the Joslin Diabetes Center. To register, e-mail *events@hms.harvard.edu* or call 617-384-8469.

PIE Awards nominations

The 2009 Partners in Excellence (PIE) Awards nomination period will end Sept. 18. All MGHers are invited to nominate their colleagues – either individuals or teams – for their exceptional work throughout the year. Nominations may be made in the following categories: quality treatment and service, leadership and innovation, teamwork, operational efficiency and outstanding community contributions. To submit a nomination online, visit *http://pulse.partners.org/about/pie_about.htm*. Forms also are available from managers and supervisors. For more information about the awards, call 617-724-9743 or e-mail *partnersinexcellence@partners.org*.

Stories of service excellence

As part of an effort to sustain "Excellence Every Day," the MGH Service Improvement Department, along with several other departments from across the hospital, is working to communicate the importance of service excellence through verbatim comments from patients and employees. MGH staff are invited to finish the following sentences and send them to *mghcahps@partners.org*:

I show respect by…
I anticipate needs by…
I communicate and inform by…
I am responsive when…
I take pride in our environment by…

All those who submit a story or comment by Sept. 18 will be entered into a raffle for the chance to win an iPod Touch. For questions, contact Richard Corder, senior director of Service Improvement, at *rcorder@partners.org*.

IN GENERAL

Michael J. Barry, MD, of the General Internal Medicine Unit, is the new president of the Foundation for Informed Medical Decision Making. The nonprofit organization was established to ensure patients are well-informed when making decisions about their health care. Barry, who has been involved with the foundation since its inception, helped establish a partnership between it and the Stoeckle Center for Primary Care to support a decision-making pilot project in primary care practices at the MGH.

The Tay-Sachs Gene Therapy Consortium, including **Florian S. Eichler, MD,** of the Department of Neurology, has received a $3.5 million grant from the National Institutes of Health. The grant will support the international consortium's work on experimental gene therapy for Tay-Sachs and Sandhoff diseases.

09.18.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Greg Pauly named MGPO chief operating officer

FOLLOWING A NATIONAL SEARCH, Greg Pauly, executive director of MGH Primary Care and vice president of Newton-Wellesley Hospital (NWH) Physician Services and Business Development, has been named chief operating officer of the Massachusetts General Physicians Organization (MGPO). He begins his new role in October.

PAULY

A graduate of the Ohio State University College of Medicine hospital administration master's degree program, Pauly began his career at the MGH as an administrative fellow from 1992 to 1994 before becoming the administrative director for Primary Care in 1994. He then became director of MGPO Primary Care and Ambulatory Care Development in 1999 and helped lead the operational planning for the Yawkey Center for Ambulatory Care. In 2005, Pauly was named vice president of NWH Physician Services and Business Development while maintaining his responsibilities at the MGH. While serving in these positions, he successfully co-chaired a systemwide review of primary care compensation, helped expand services at Mass General West and assisted in the development of the Ambulatory Practice of the Future.

"Greg has a superb skill set to bring to the challenge of effectively and efficiently managing a complex physician organization," says David Torchiana, MD, MGPO chairman and CEO. "As anyone who has worked with him will attest, he is a meticulous and lucid thinker and has excellent interpersonal skills. I am confident that he will do a great job working on behalf of MGH physicians."

DAVIDORTIZ
DAVID ORTIZ Children's Fund
Date: September 15, 2009
PAY TO THE ORDER OF Massachusetts General Hospital for Children
$100,000.00
IN THE AMOUNT OF One Hundred Thousand and 00/100 Dollars
MASSACHUSETTS GENERAL HOSPITAL

A HOME RUN: Ortiz, left, presents Slavin with a check to benefit MGH*f*C.

Teaming up

The MGH partners with the David Ortiz Children's Fund

THERE'S ANOTHER REASON to be a fan of Red Sox legend David Ortiz, and it has little to do with baseball. Ortiz and his charitable organization, the David Ortiz Children's Fund (DOCF), officially are partnering with the MGH and MassGeneral Hospital *for* Children (MGH*f*C) to provide high quality care to critically ill children in the northeast.

The partnership was announced Sept. 15 at a press conference at Ortiz's new restaurant, Big Papi's Grille, located in Framingham. To accompany the announcement, Ortiz presented a $100,000 check to MGH President Peter L. Slavin, MD, to benefit MGH*f*C.

"When looking for a partner in Boston, it was a really simple decision," says Ortiz. "Mass General Hospital was such a great fit because of its long history of providing excellent pediatric care. We share the same love and commitment to children. I am thankful to be in a position to make a difference and proud to partner with Mass General Hospital to help save children."

Through events such as the David Ortiz Celebrity Golf Classic, sales from Ortiz's line of hot sauces and other donations, the DOCF has raised more than $1 million since its establishment. The organization originally was created to help children in Ortiz's country of origin, the Dominican Republic, through a collaboration with the International Hospital for Children. With its MGH and MGH*f*C partnership, the DOCF will further expand its life-saving mission.

"We are honored to be a part of such an inspiring endeavor and important mission," says Slavin. "David is a true superstar, both on and off the field, and his commitment to providing medical help for children in need is commendable."

The MGH and MGH*f*C will work with the DOCF to identify funding needs that fit within the mission of the organization.

For more information on the DOCF, access *http://www.davidortizchildrensfund.org.* ■

09.18.09

MAO celebrates faculty with awards

MAO AWARDEES: From left, Sylla, Lopez and Macias Konstantopoulos

THERE WAS A STRONG sense of community as faculty and guests warmly greeted each other during a Sept. 10 welcome and recognition ceremony hosted by the MGH Multicultural Affairs Office (MAO) and MGH President Peter L. Slavin, MD. The annual event provides an opportunity for the MGH to welcome new underrepresented minority medical students, trainees and faculty; honor the 2009 MAO Faculty Development Award (MFDA) recipients; and increase awareness of MAO and its resources.

Approximately 100 individuals attended the evening program, held in the Wang Ambulatory Care Center. Attendees enjoyed refreshments while networking and viewing project poster displays created by past MFDA winners.

Slavin welcomed the group, followed by Elena Olson, executive director of MAO, and Karen Winkfield, MD, PhD, a resident of the Department of Radiation Oncology and chair of the Organization of Minority Residents and Fellows.

"It's a privilege to welcome the new members of our MGH and MAO families by showcasing our 19 current and past award recipients," said Olson. "These awards are a testament to the MGH and the MGPO's commitment to advancing the careers of physicians and researchers who are underrepresented in medicine."

Winfred Williams, MD, MAO Advisory Board co-chair and senior transplant nephrologist at the MGH Transplant Center, Slavin and David Torchiana, MD, MGPO chairman and CEO, introduced the 2009 MFDA recipients: Patricia Sylla, MD, of the Division of General and Colorectal Surgery; Lenny Lopez, MD, MPH, MDiv, of the Institute for Health Policy; and Wendy Macias Konstantopoulos, MD, MPH, of the Department of Emergency Medicine.

Sylla and Lopez both received Physician-Scientist Development Awards, which provide transitional grant funding to help researchers become independent investigators at the MGH. Sylla's grant will fund her project, "NOTES transanal rectosigmoid resection using transanal endoscopic microsurgery, study of feasibility and safety in human subjects," while Lopez's research will examine the "Impact of health information technology on the quality of care at hospitals with high proportions of Hispanic and Black patients."

Macias Konstantopoulos received the Clinician-Teacher Development Award for her project, "Redefining and responding to human trafficking and modern-day slavery as global public health issues." The award provides funding support for a clinical, educational or community project to a faculty member, fellow or graduating resident pursuing an academic career as a clinician, teacher or community leader at the MGH.

Funded by the Executive Committee on Research and the MGPO, each award provides $120,000 over four years. For more information about MAO, visit *http://www2.massgeneral.org/mao/*. ■

AMMP supports educational achievements

WINNING SMILES: Front row, from left, Howard, Ferrimy, Vorn, Huynh and Kingori. Back row, from left, Roy, Hicks and Alicea

EDUCATION IS NOT ONLY the foundation for a better future, it is a fundamental component of the MGH mission statement. The Association of MGH Multicultural Professionals (AMMP) has long embraced education and annually supports the educational goals of its members by offering the AMMP Scholarship Awards each September.

This year, scholarship recipients were announced Sept. 10 at an event held at 165 Cambridge Street. The following were presented scholarship awards: Jonathan Alicea, Sabyne Denaud, Fatimazahra Ferrimy, Tandeka Hicks, Anastasia Howard, Nghi Huynh, Nancy Kingori, Abdulwahab Musanur, Harold Roy and Serey Vorn.

Offering remarks were Akin Demehin, chair of AMMP and administrative director of the Center for Quality and Safety; Jeff Davis, senior vice president of MGH Human Resources; Shantae Mallory, a past AMMP Scholarship Award recipient and administrative assistant for Emergency Services; and Carmen Vega-Barachowitz, MS, CCC-SLP, AMMP scholarship chair and director of Speech, Language, Swallowing and Reading Disabilities.

A total of $12,500 was awarded to scholarship recipients for certificate, undergraduate and graduate programs. For more information about AMMP, send an e-mail to *phsammp@partners.org*. ■

MGH Occupational Health Services hosts employee flu clinics

WITH SO MUCH TALK about the flu this season, people are more concerned than ever about taking steps to protect themselves and their loved ones. To help prevent the flu, individuals should remember the following advice:

- Get a flu shot.
- Cover your nose and mouth with a tissue every time you cough or sneeze. Discard the tissue into a wastebasket. If you don't have a tissue, sneeze or cough into your upper sleeve.
- Clean your hands with soap and water or an alcohol-based hand cleaner, especially after coughing or sneezing, and avoid touching your eyes, nose or mouth.
- Try to stay in good health by getting enough sleep, drinking plenty of fluids and eating nutritious food.
- Do not go to work or school if sick.
- Avoid close contact with people who are sick.
- Clean frequently touched surfaces such as telephones and keyboards with a disinfectant.

While a vaccine for 2009 H1N1 influenza (swine flu) is expected to be available later in the fall and to be recommended for certain priority groups, MGH staff and employees can now get vaccinated against the seasonal flu through MGH Occupational Health Services.

"It's especially important for health care professionals to be vaccinated against the flu," says Andrew Gottlieb, NP, FNP-BC, director of MGH Occupational Health Services. "Health care workers are at a higher risk of developing and spreading the flu due to the nature of their professional duties. Healthy adults can infect others as early as one day before symptoms develop and up to five days after becoming sick."

To help protect staff and patients from the spread of the flu, MGH Occupational Health Services is offering a number of flu clinics for employees. Staff should remember to bring their ID badge and wear clothing that rolls easily up to the top of the arm.

Employees unable to attend the clinics may go to MGH Occupational Health Services at 165 Charles River Plaza, Suite 404 for a flu shot or call 617-726-2217 to schedule an appointment.

MAIN CAMPUS FLU CLINICS

MGH Main Campus
Location: Bulfinch Patio/Tent Area
Dates: Monday, Sept. 21 through Friday, Sept. 25
Times: 7 am to 5 pm each day

SATELLITE FLU CLINICS

MGH East/Charlestown Navy Yard (CNY)/One Constitution Center
Location: CNY Building 149, 1st Floor Lobby
Dates: Thursday, Oct. 1 and Thursday, Oct. 8
Times: 8:30 am to 3 pm on Oct. 1 and 8:30 am to 1 pm on Oct. 8

MGH Institute of Health Professions
Location: CNY Building 36, 1st Floor Speech Center
Date: Monday, Oct. 5
Time: 8 am to noon

MGH West
Location: PARC Conference Room, 1st Floor, Room 190
Date: Monday, Oct. 5
Time: 2 to 5 pm

MGH Somerville
Location: Training/Conference Room 211
Date: Tuesday, Oct. 6
Time: 9 to 11:30 am

MGH Medford/Registration and Referral Center
Location: European Conference Room
Date: Tuesday, Oct. 6
Time: 1 to 3:30 pm

Schrafft's Center
Location: Partners Conference Room, 5th Floor
Date: Thursday, Oct. 8
Time: 8:30 am to 2 pm

Celebrating Iftar: an annual MGH tradition

MORE THAN 200 MEMBERS of the MGH community met at the Thier Conference Room Sept. 2 to gather with friends, celebrate their faith and educate their colleagues during the hospital's annual Iftar celebration.

During the month of Ramadan, Muslims fast between dawn and sundown. At sunset, they partake in prayer and a meal called Iftar. MGH's Muslim community has hosted an annual Iftar celebration for the last nine years.

Hussein Dayib, MBA, director of organizational diversity for the Boston Water and Sewer Commission, was this year's keynote speaker. Dayib, who often attends Friday prayers at the MGH, spoke about the importance of fasting and what it means to those of the Islamic faith. Fasting reminds Muslims of the virtues of self control, discipline, generosity and selflessness, he said.

As the clock approached 7:21 pm – the time of sunset on Sept. 2 – Karim Fikry, MD, a researcher in the MGH Trauma, Emergency Surgery and Surgical Critical Care Department, recited the "Adhaan" or call for prayers.

After prayer, trays of dates – traditionally eaten to break the Ramadan fast – were passed, and the feast began. A dinner of traditional Mediterranean cuisine followed, including Moroccan vegetable stew, lentil spinach salad and herbed shrimp couscous, all prepared by MGH Nutrition and Food Services. ■

BREAKING FAST TOGETHER: MGHers, their family members and friends celebrate Iftar.

09.18.09 MGH HOTLINE

A whole new image: Radiology is now Imaging

MASSACHUSETTS
GENERAL HOSPITAL
IMAGING

LAUNCHING A NEW "IMAGE," the MGH Department of Radiology now will be known as Massachusetts General Hospital Imaging. The identity change comes as a result of careful research and feedback that considered the perspectives and preferences of referring physicians, patients and MGH employees.

"The technology we use for diagnostic imaging and interventional procedures has expanded beyond the traditionally perceived meaning of 'Radiology,' so going forward we feel 'Imaging' best expresses the breadth of services and expertise we offer for patients and clinicians," says James Thrall, MD, radiologist-in-chief.

Mass General Imaging or simply Imaging will be incorporated into all communications, and visitors to any of the hospital or community locations will see updated signs and information featuring the new name. ■

WHAT'S HAPPENING

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free hypertension screening for seniors ages 60 and older Sept. 28 from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

Save the date for Partners Physicians Day

The 11th annual Partners Physicians Day will be held Feb. 6 from 8 am to 5 pm at the Marriott Copley Hotel in Boston. All Partners physicians are invited to attend. The keynote speaker will be Martin A. Samuels, MD, neurologist-in-chief at BWH. Registration materials will be mailed to physicians in December. For more information, visit *http://clinicalaffairs.partners.org/* and click on "Events and Education."

Submit news tips and story ideas to MGH Hotline

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Genetics course for primary care providers

The BWH Department of Medicine is offering a course, "Genetic basis of adult medicine: What the primary care provider needs to know," Oct. 2 through 4 at the Fairmont Copley Plaza in Boston. CME credit is available. For more information or to register online, access *http://www.cme.med.harvard.edu/courses/genetic.*

Fall 2009 computer training schedule

Partners Information Systems Training has released its fall 2009 computer training schedule. For the schedule, course descriptions or to register, visit *http://helpdesk.partners.org/data/training.* Employees are encouraged to register for classes as soon as possible. For more information, contact the Help Desk at 617-726-5085.

Ernesto Gonzalez Award nominations

Nominations are being accepted for the Ernesto Gonzalez Award for Outstanding Service to the Latino Community. The award honors an MGHer who has demonstrated leadership in improving the experience of Latinos at the MGH or in the community. To submit a nomination, send the employee's name, department and phone extension, along with a one-page statement describing why he or she should be considered for the award, to Carmen Vega-Barachowitz, MS, CCP-SLP, at *cvegabarachowitz@partners.org* or to 275 Cambridge St., third floor. Self-nominations are accepted. The deadline for nominations is Oct. 2.

IN GENERAL

Susan Lee, RN, PhD, of the Yvonne L. Munn Center for Nursing Research, has received a $900,000 grant from the Health Resources and Services Administration Division of Nursing. The grant will fund the project, "Retooling for evidence-based nursing practice," which will focus on the expansion of nursing knowledge, skills and competencies related to evidence-based practice (EBP) through continuing education programs; opportunities for nurses to participate in mentored, unit-based EBP projects; and working to build an organizational infrastructure essential to supporting and sustaining EBP at the MGH. Lee will be working alongside Diane Carroll, RN, PhD, a senior researcher and expert in cardiac nursing.

Deborah Washington, RN, PhD(c), director of Diversity for Patient Care Services, has been selected a "Champion in Health Care" by the *Boston Business Journal* for her leadership in promoting diversity and cultural competency in health care at the MGH and beyond. The awards program recognizes leaders in Massachusetts health care. Washington was honored Sept. 18 at the Boston Harbor Hotel.

MGH Revere Moves, rain or shine

DESPITE CLOUDY, DAMP WEATHER, the annual MGH Revere Moves race held Sept. 12 was a clear success. While the walk and children's fun run were cancelled due to the weather, 72 runners braved the elements to race in 5- and 8-kilometer courses along the Revere Beach Boulevard. Athletes from as far as Rhode Island and New York participated, and awards were given to the top finishers.

"As a runner, I greatly appreciated the enthusiasm and cheerfulness of the volunteers even as they stood soaked to the bone offering us water and encouraging us to keep going," said participant Jennifer Powell, a resident of Winthrop.

Activities for children, such as face painting, were held indoors following the races. All proceeds from Revere Moves benefit the MGH Youth Zone, an after-school program for children ages 10 through 17.

A STRONG FINISH: A determined James Tiorano crosses the finish line of the Revere Moves race.

09.25.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Reaching Home Base

Red Sox Foundation and MGH team up to help veterans of Afghanistan and Iraq Wars

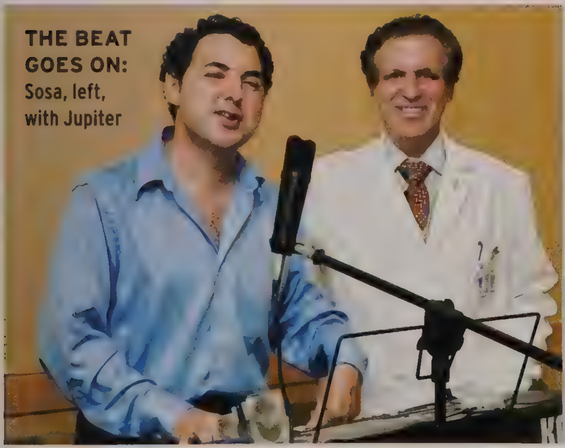
THE BASES WERE LOADED during the Sept. 17 pregame ceremonies at Fenway Park. At first base was Tim Wakefield, on second Jason Bay and at third Mike Lowell.

But the Red Sox players were not alone. Alongside each stood a U.S. Armed Forces veteran who had served in Afghanistan or Iraq and who had suffered a traumatic brain injury (TBI) and/or post-traumatic stress disorder (PTSD) related to their combat experiences. Along with the players and veterans and their family members were MGH caregivers, and at the pitcher's mound stood leadership from the Red Sox Foundation and the MGH, the U.S. Secretary of Veterans Affairs General Eric Shinseki, and Bob Woodruff, an ABC news correspondent who was injured while covering the Iraq war. This unique arrangement around the baseball diamond was assembled to represent and announce a new landmark partnership – the Red Sox Foundation and Massachusetts General Hospital Home Base Program.

Established in cooperation with the Department of Veterans Affairs, the Home Base Program is led by John Parrish, MD, executive director of CIMIT and a former Marine Corps medical officer who served in the Vietnam War. The program comprises four key elements focused on helping veterans of the Afghanistan and Iraq wars and their families who are affected by PTSD or TBI. These four areas include: a clinic led by Mark Pollack, MD, of MGH Psychiatry, for the diagnosis and clinical care of veterans with PTSD and TBI; a family support program led by Paula Rauch, MD, of MGH Psychiatry, to help children and spouses better cope with a parent or loved one who is experiencing PTSD or TBI or other combat-related issues; a research program led by Roger Pitman, MD, of MGH Psychiatry, and Ross Zafonte, DO, of Physical Medicine and Rehabilitation, to deepen the understanding of and develop better treatments for PTSD and TBI; and an education program led by Bob Birnbaum, MD, PhD, of MGH Psychiatry, to offer information and training to broaden the network of community providers equipped to care for veterans and their families affected by these health issues.

(Continued on page 2)

A VETERAN'S SALUTE: U.S. Navy Chief Bryan P. Zimmerman, a veteran of the Iraq War, during the pregame ceremony Sept. 17 at Fenway Park. Zimmerman threw out the first pitch and is featured in the Home Base Program public service announcements.



THE BEAT GOES ON: Sosa, left, with Jupiter

Back to the music

RAMIRO SOSA TRAVELLED FROM his home country of Argentina to Miama, Fla., to pursue his dreams of becoming a professional guitar player. He enrolled in music school and began playing and singing alongside two dancers in a flamenco group to help with school expenses.

One night after a performance, however, Sosa was in a serious car accident. His left arm was severed below the elbow, and the loss of blood left him in a critical state. Also sustaining numerous bone fractures in the accident, Sosa spent several days in a coma. Surgeons were able to reattach his severed arm, but there was little hope that it would be functional, and playing the guitar was out of the question. Unable to give up music completely, Sosa began playing a keyboard with his right hand to pass the time.

(Continued on page 2)

– Home Base

(Continued from page 1)

For thousands of soldiers who have returned from the wars in Iraq and Afghanistan, the struggle with PTSD and TBI has a pervasive and debilitating effect. These disorders often go undiagnosed and untreated because of the unfortunate stigma associated with the emotional and psychological scars of the combat experience. The Home Base Program seeks to reach out to veterans who have – or may have – PTSD and TBI to encourage them to get the vital care and services they need to begin the healing process.

The idea for the Home Base Program grew out of visits made by Red Sox players to Walter Reed Army Medical Center in Washington following the team's World Series victories in 2004 and 2007. During these visits, players, coaches and team officials met with servicemen and women afflicted with combat-related injuries, both physical and psychological. The connections between ballplayers and soldiers were powerful and poignant.

The Red Sox Foundation enlisted the assistance and advice of MGH physicians to help develop, plan and implement a program that would address some of the unmet mental health and family support needs of veterans. The late Sen. Edward Kennedy became a champion of the program and convened key officials from the foundation, the MGH, the Department of Veterans Affairs and the Department of Defense to discuss ways to coordinate and serve the needs of more veterans and their families. Sen. Kennedy played a key role in helping to shape and build Home Base for the past two years and was involved in the discussions right up until his death in late August.

"From the start, Senator Kennedy saw the potential of these organizations working together to make a significant impact on the lives of so many veterans and their families in New England," says MGH President Peter L. Slavin, MD. "The tremendous outreach of the Red Sox Foundation may prompt a reluctant veteran to take that all-important first step toward treatment. And when that happens, we will be ready to offer the clinical and scientific expertise of Mass General and valuable support services to family members. These veterans, who risked their lives for our country, deserve so much more than just our profound gratitude. They deserve the very best care we can deliver and the most hope we can offer."

For more information about the Red Sox Foundation and Massachusetts General Hospital Home Base Program, visit *www.homebaseprogram.org.* ■

COORDINATING CARE: MGH Case Manager Julia Shea, BS, RN, CCM, speaks with patient Josephine D'Alto.

Celebrating case managers

CASE MANAGERS at the MGH are nurses with expertise in coordinating comprehensive discharge plans for patients. One family recently expressed their deep appreciation to an MGH case manager who had spent an extraordinary amount of time arranging medical care in Florida so a terminally ill young mother could travel with her children to Disney World. Another grateful patient wrote a letter saying, "She went out of her way to plan my discharge. She checked in with me regularly, was patient with all my questions and reached out to my wife in addition to myself."

Case managers are an essential part of the patient care team. They collaborate with their colleagues, the patient and patient's family to deliver care and help ensure the safe transition to the next care setting or to the patient's home.

From Oct. 11 through 17, the MGH will celebrate the case manager's critical role during National Case Management Week by hosting the following special events:

- On Oct. 1, MGH Case Management will sponsor guest speaker Cheryl Kane, MEd, RN, director of Development and a nurse for the Boston Center for the Homeless, during the Nursing Grand Rounds at 1:30 pm in the O'Keeffe Auditorium. Kane will present "Health Care that Responds to the Needs of Homeless Men and Women," sharing her experience providing health care to the homeless population.
- From Oct. 2 through Oct. 19, a selection of case management posters spotlighting performance improvement initiatives and explaining acute and postacute hospital settings will be on display in the main corridor of the MGH.
- On Oct. 5 and 8 from 9 am to 3 pm, MGH Case Management will host several display tables in the White Lobby. Information on topics such as health care proxies and "The Five Wishes," a guide to help plan for medical decision-making, will be available.

"This is a very special week to celebrate the wonderful work that case managers do every day," says Joanne Kaufman, RN, MPA, a team manager for MGH Case Management. ■

– Music

(Continued from page 1)

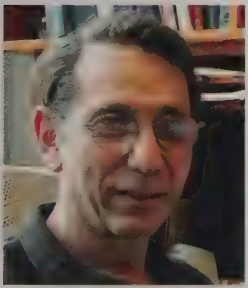
Following several months of recuperation in a hospital, Sosa spoke to physician after physician about the next step for his arm. Though most suggested it be amputated, Sosa was determined to find a better solution. He eventually spoke to an orthopædic expert in his home country, who recommended a friend and colleague he thought might be of help – Jesse Jupiter, MD, chief of the MGH Orthopædic Hand Service.

Sosa moved from Florida to Massachusetts in order to obtain the health insurance he needed to meet with Jupiter. On Oct. 29, 2008, Jupiter and Jon Winograd, MD, of MGH Plastic and Reconstructive Surgery, replaced missing soft tissue with a microsurgical free-muscle flap. This was followed by a second surgery in January 2009, in which the bones about the elbow were secured with metal plates and screws. Both operations were successful, and for the first time since the accident, Sosa had a stable and mobile elbow and some movement capability in his left hand and arm. With time and additional physical therapy, it is hoped that his range of motion will continue to improve.

To show his gratitude and demonstrate his newfound abilities, Sosa offered a special performance Sept. 8 for Jupiter, his staff and patients, playing his keyboard and singing in the waiting room of the Hand and Upper Extremity Service on Yawkey 2.

"Dr. Jupiter is a wonderful physician," said Sosa. "I am so thankful to him."

Prestigious NIH grants support innovative MGH researchers



AUSUBEL

BRETON

TWO MGH INVESTIGATORS are among the first recipients of the new Transformative R01 (T-R01) Awards, established by the National Institutes of Health (NIH) to support innovative research projects that have the potential to overturn scientific dogma. Frederick Ausubel, PhD, of the Department of Molecular Biology, and Sylvie Breton, PhD, of the Program in Membrane Biology in the Center for Systems Biology, are among the 42 T-R01 recipients announced Sept. 24 by the NIH Director's Office. Reflecting the risky nature of the work supported, the five-year T-R01s do not have a fixed budget cap. In addition, five MGHers were among 55 recipients of five-year, $1.5 million New Innovator Awards.

Ausubel and his team will use a novel live-animal-model system to search for new types of antibiotics. Instead of seeking compounds that kill infectious agents in a laboratory dish, the new approach assesses a drug's impact in worms and fruit flies with particular emphasis on ways to block the factors that cause illness or enable a pathogen to escape the immune response. The team expects that halting the disease process itself, rather than stopping microbial growth, might avoid the serious problem of antibiotic resistance.

Breton's project will follow up work that earned her team the 2008 Basic Research Joseph Martin Award. That investigation found that cells at the deepest layer of tissues lining bodily cavities, presumed to be primarily structural, actually extend to the surface where they sense hormones and pathogens and transmit signals to adjacent cells. Using a novel mouse model that permits simultaneous imaging of different types of cells in living animals, Breton's team will further investigate the role of these cells in tissues of the male reproductive tract and respiratory system.

New Innovator Awardees

Mark Albers, MD, PhD, of MassGeneral Institute for Neurodegenerative Diseases
Employing novel mouse models that reveal how gene mutations associated with degenerative disorders, such as Alzheimer's and Parkinson's diseases, affect the connectivity and function of neural circuits, the Albers lab will work to improve the understanding of these disease processes and to identify new therapeutic targets.

J. Rodrigo Mora, MD, PhD, of MGH Gastroenterology
Mora's group will investigate the role of gut-homing T cells and retinoic acid in the regulation of the immune system, particularly gut immune tolerance of antigens in food and normal intestinal bacteria. Their work could lead to new ways of treating autoimmune disorders and boosting the immune responses produced by vaccines against pathogens such as salmonella and HIV.

Sunitha Nagrath, PhD, of MGH BioMEMS Resource Center
Nagrath's team will use MGH-developed microfluidic devices to investigate metastasis in colorectal cancer, with particular focus on bone-marrow-derived cells that make specific tissues susceptible to certain tumor types. Understanding the relationship between these circulating endothelial progenitor cells and tumor cells may help guide treatment and identify new therapeutic targets.

John Pezaris, PhD, of MGH Neurosurgery
Pezaris and his colleagues will work to create a high-fidelity machine-brain interface that communicates with neurological and sensory systems in a responsive and highly specific fashion, offering the potential of restoring sight to the blind, restoring touch to amputees and spinal cord injury patients, and improving healing after stroke or other brain injuries.

Patrick Purdon, PhD, of MGH Anesthesia
With advanced imaging technologies to measure the brain's activity under general anesthesia, Purdon's team will develop new anesthesia monitors tracking the activity of specific neural systems underlying anesthesia and novel drug delivery techniques targeting those systems with the goal of reducing serious and potentially life-threatening side effects, including postoperative cognitive dysfunction or delirium, awareness during surgery and cardiorespiratory depression. ■

IN MEMORIAM

Margaret "Maggie" Byron

MARGARET "MAGGIE" BYRON, a 30-year employee of the MGH and Partners Information Systems (IS) died Sept. 13 following a short illness. Byron, who started as a telephone operator for the MGH in 1979, worked in the telecom and network services division of IS, serving as not only an operator but also as a supervisor and manager.

"She was the epitome of the consummate 'team player,'" says Breege Riley, Byron's supervisor. "She was always there for her friends and co-workers."

Riley says Byron was quiet and unassuming but worked hard to provide top-notch customer service to every patient or visitor she served.

"Whether it was the many callers who interacted with Maggie daily or her co-workers with a problem, Maggie was always ready to assist in any way that she could," Riley says.

Byron's quiet and unassuming nature was noticeable not only to her co-workers but also to her family and friends, says her sister, Kate. "She was very generous, but you wouldn't know it," she says. "She was someone who just enjoyed doing nice things and then stepping back and watching the outcome."

Born in Boston, Byron was a lifetime resident of Stoughton. She is survived by her parents, Anna E. (McGrath) Byron and James P. Byron of Dennis; her siblings, Dennis W. Byron and his wife Judy of Milford, Kate Byron of Dennis, and Patrick J. Byron and his wife, Jan, of Stoughton. She also leaves behind eight nieces and nephews and 12 great nieces and nephews.

A funeral was held Sept. 17 in Stoughton.

"Maggie was truly a sweet lady whose smile and laughter will be sorely missed by those who worked with her," Riley says.

WHAT'S HAPPENING

Physical therapy information table

In honor of National Physical Therapy Month, MGH Physical Therapy Services will host an "On the Move" information table Oct. 5 from 11 am to 2 pm in the Main Corridor. Physical therapists will be available to answer questions and discuss the key components of starting an exercise program. For more information, call Susan Sanella Fleming at 617-887-3586.

Stem cell research lecture

The MGH Clinical Research Program and the Human Research Committee are sponsoring a lecture, "Human embryonic stem cells: The science and the oversight" Oct. 19 from 3:30 to 4:30 pm in the Simches Research Center, Room 3.110. Pearl O'Rourke, MD, of Partners Research Affairs, will address several issues, including: hESCs and iPS cells – how they are derived and why they are important; National Institutes of Health guidelines for stem cell research; the role of the IRB and IACUC; the ESCRO committee; and the process for oversight in this area of research. To register, access *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free hypertension screening for seniors ages 60 and older Oct. 5 from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call 617-724-6756.

Seminar for clinical researchers

The MGH Clinical Research Program, Research Compliance Office and Partners Materials Management are sponsoring a luncheon seminar, "Clinical research subject remuneration and materials management basics: Navigating the process" Oct. 14 from noon to 1 pm in Simches Research Center, Room 3.110. Deb Thiboutot and Karen Walsh will provide an overview of Partners Materials Management, including how to order, expected timelines, communication about status and the approval process for purchase requisitions and check requests. In addition, presenters will review new initiatives including the revised subject remuneration policy and how to manage the process in the department and centrally. To register, access *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

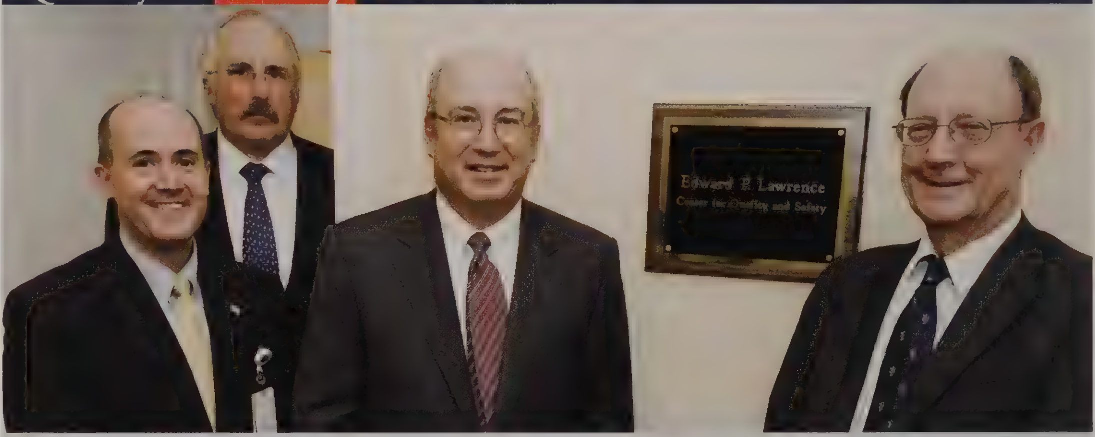
CIMIT Innovation Congress poster competition

The Center for Integration of Medicine and Innovative Technology (CIMIT) will host a poster competition during its 2009 Innovation Congress Oct. 27 and 28 at the Back Bay Events Center in Boston. The competition is open to any registered congress attendee. The following prizes will be awarded: innovative research, $1,500; potential for patient benefit, $1,000; and best student poster, $500. For more information or to register, visit *www.cimit.org*.

Breastfeeding seminar

The Partners Employee Assistance Program will sponsor a presentation, "Working and breastfeeding" Oct. 6 from noon to 1 pm in the Bulfinch Building, Room 222. Germaine Lambergs, RN, IBCLC, MGH lactation consultant, will present. The seminar will include a tour of the Mother's Corner. For more information, call 617-726-6976 or visit *www.eap.partners.org*.

Quality & Safety



QUALITY DEDICATION: From left, Meyer, Torchiana, Slavin and Lawrence

Center for Quality and Safety is dedicated to Lawrence

DURING HIS TENURE AS CHAIR of the MGH Board of Trustees from 1999 to 2008, Edward P. Lawrence, Esq., was a steadfast advocate for the ongoing promotion of quality and safety across the hospital. He championed quality and safety efforts and encouraged the quantifiable results in these important patient-focused areas.

In tribute to his incisive attention on quality and safety over the years, the MGH/MGPO Center for Quality and Safety officially was dedicated the Edward P. Lawrence Center for Quality and Safety. Lawrence was congratulated throughout the day Sept. 18 at a morning gathering of the board of trustees and MGH senior leadership, including Peter L. Slavin, MD, MGH president; David Torchiana, MGPO chaiman and CEO; and Gregg Meyer, MD, senior vice president of the center. Lawrence was presented a commemorative plaque, which is on display at the center on Bulfinch 2. Later in the afternoon, Quality and Safety Center staff convened for a celebratory reception in honor of Lawrence.

"We are grateful to Mr. Lawrence for his leadership and dedication to advancing quality and safety at the MGH," said Meyer at the reception. "It is quite fitting for the center to now be named in his honor. He has been a true advocate for patients, encouraging the board to adopt the charge, asking challenging questions and keeping the MGH focused on the importance of excellence in patient safety and quality."

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10.09.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

WAKE-UP CALL

PHOTO BY JUSTIN IDE, HARVARD UNIVERSITY

Early-morning phone call affirms Jack W. Szostak, PhD, as a recipient of the 2009 Nobel Prize in Physiology or Medicine

THE PHONE RANG AT 4:45 AM on Monday morning, Oct. 5, with news that many experts had been predicting. MGH investigator Jack W. Szostak, PhD, and two former colleagues were winners of the 2009 Nobel Prize in Physiology or Medicine, the most prestigious award in biomedical research. At 5:30 am, U.S. Eastern time, the news was made public at a Stockholm, Sweden, news conference with the announcement that Szostak, Elizabeth H. Blackburn, PhD, of the University of California at San Francisco, and Carol W. Greider, PhD, of the Johns Hopkins School of Medicine, would be honored "for the discovery of how chromosomes are protected by telomeres and the enzyme telomerase." *(See box on page 4.)*

When Szostak arrived at the Department of Molecular Biology in the Richard B. Simches Research Center later that morning, he was greeted by a laboratory festooned with streamers and balloons and colleagues raising their glasses in a celebratory toast. Copies of the first scientific paper reporting the groundbreaking discoveries had been taped up on the wall scrawled with the words "Congrats Jack!" It was just the beginning of a day of recognition from colleagues and friends throughout the MGH and beyond.

At the news conference following the departmental celebration, Peter L. Slavin, MD, MGH president, noted that Szostak is now the ninth Nobel recipient associated with the MGH. *(See page 2.)* "Jack's Nobel Prize puts him into a very special class of investigators who have reached the summit of scientific recognition." Harvard Medical School (HMS) Dean Jeffrey Flier, MD, added, "The things you did to try and understand how yeast cells work are now leading to what we think will

(Continued on page 3)

10.09.09

MGH Nobel Prize Laureates throughout history

WIDELY CONSIDERED the most prestigious award in the world, the Nobel Prize is named for Alfred Nobel, a Swedish intellectual and innovator, whose invention of dynamite in 1866 was one of his most notable accomplishments. The foundations for the prize were laid in 1895 through his will.

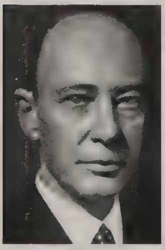
"The whole of my remaining realizable estate ... shall constitute a fund, the interest on which shall be annually distributed in the form of prizes to those who, during the preceding year, shall have conferred the greatest benefit on mankind," wrote Nobel.

Nobel also specified the six categories in which the prize would be given and that they were to be given to any worthy recipient, regardless of nationality. Physiology or Medicine is one of the six categories. Each year, the Nobel Committee for Physiology or Medicine sends nomination forms to a group of approximately 3,000 people, such as university professors and past Nobel Laureates. Forms are submitted and then reviewed by the committee, which consults with experts on the work of each candidate. The committee passes recommendations on to the Nobel Assembly, a 50-person group from the Karolinska Institute in Stockholm that selects the final recipient or recipients.

Since 1901, nearly 200 individuals around the world have been granted a Nobel Prize in Physiology or Medicine. Of this group, nine, including one of this year's recipients, Jack W. Szostak, PhD, either trained or worked at the MGH.

1934

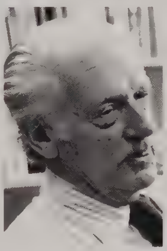
GEORGE R. MINOT, MD



Minot trained at the MGH and shared the Nobel Prize in Physiology or Medicine in 1934 with William P. Murphy, MD, of Peter Bent Brigham Hospital in Boston and George H. Whipple, MD, of the University of Rochester. The trio was honored for discovering a life-saving treatment for pernicious anemia. Although Minot conducted much of his award-winning work while director of the then-Boston City Hospital, he said the idea that something in food might help patients with pernicious anemia came to him as early as 1912 while serving as a house officer at the MGH.

1947

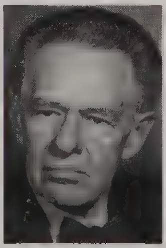
CARL F. CORI, PHD



Cori was already a Nobel Laureate when he came to the MGH in 1966 to head the hospital's Enzyme Research Laboratory. Cori, his wife, Gerty T. Cori, MD, and an Argentine scientist named Bernardo A. Houssay, MD, jointly received the 1947 award in Physiology or Medicine for shedding new light on one of the body's most important basic mechanisms: how glycogen, a type of starch, is converted into blood sugar. Cori joined the MGH after retiring as chief of the Department of Chemistry at Washington University School of Medicine in St. Louis.

1953

FRITZ A. LIPMANN, MD, PHD



Lipmann was director of the MGH's Biochemical Research Laboratory in the mid-1940s when he isolated a substance called coenzyme A, which aids the body in converting fatty acids, steroids, amino acids and hemoglobins into energy. The work made possible a dramatic expansion of metabolic chemistry. Lipmann shared the 1953 Nobel Prize in Physiology or Medicine with Sir Hans Krebs, MD, of Sheffield, England.

1972

GERALD M. EDELMAN, MD, PHD

A former MGH intern, Edelman, of Rockefeller University in New York, earned the 1972 Nobel Prize in Physiology or Medicine along with Rodney R. Porter, PhD, of the University of Oxford in England. They made discoveries related to chemical structures in antibodies, the body's defense against bacteria and harmful viruses.

1985

MICHAEL S. BROWN, MD, AND JOSEPH L. GOLDSTEIN, MD

Brown and Goldstein, who became friends while interns at the MGH in 1966, won the Nobel Prize in Physiology or Medicine in 1985. Their joint studies provided important new discoveries about cholesterol and its effects on arteries supplying blood to the heart. At the time of the award, both men held appointments at the University of Texas Health Science Center in Dallas.

BROWN

GOLDSTEIN

1989

J. MICHAEL BISHOP, MD

Bishop and Harold E. Varmus, MD, then co-workers at the University of California School of Medicine in San Francisco, were honored with the Nobel Prize in Physiology or Medicine in 1989 for finding that normal cells contain genes capable of becoming cancer genes. A 1962 graduate of Harvard Medical School, Bishop worked as a research fellow in the Department of Pathology at the MGH.

1998

FERID MURAD, MD, PHD

Murad walked the halls of the MGH as a medical resident from 1965 to 1967. While at the University of Texas Medical School he – along with colleagues Robert Furchgott, PhD, of SUNY Health Science Center in Brooklyn, and Louis Ignarro, PhD, of the University of California School of Medicine in Los Angeles – received the 1998 Nobel Prize in Physiology or Medicine for their work with nitric oxide as a signaling molecule.

EYES ON THE PRIZE: The press conference featuring from left, at the table, Flier, Slavin, Szostak and Kingston

– Nobel

(Continued from page 1)

be important breakthroughs in cancer therapy, approaches to aging and many other human diseases." Robert Kingston, PhD, chief of the MGH Department of Molecular Biology, introduced the new laureate, saying Szostak "has a remarkable track record of scientific achievement; he's an absolutely wonderful colleague and mentor."

In acknowledging the recognition, Szostak noted how pleased he was to share the award with Blackburn and Greider and thanked the many other colleagues who contributed to the groundbreaking discovery.

"What started as work on a really, really basic scientific question has turned out, to our pleasant surprise, to have much broader implications," he said. "We need to have a balance between basic research and applied research, and Mass General does that in a great way."

After the news conference, Szostak received congratulations from many MGHers at a lunchtime reception in the Thier Conference Room. Later that afternoon, Szostak met with Massachusetts Gov. Deval Patrick in his State House office and then traveled to the studios of WGBH-TV for an appearance on the public affairs program "Greater Boston," just one element of a flood of media coverage from around the world. On Tuesday, he was honored by his colleagues at HMS, where he is a professor of Genetics.

Information on a reception for the MGH community to celebrate Szostak's award will appear in an upcoming issue of *Hotline.* He and his co-recipients, along with the other 2009 Nobel Laureates, will receive their Nobel Prize medals Dec. 10 in Stockholm. ■

Looking for answers to one of life's most profound questions

FOR THE PAST DECADE, Jack W. Szostak, PhD, and his colleagues have been working on one of the most profound questions in science: How did the "primordial soup" of chemicals found on ancient Earth produce living, reproducing cells? In his laboratory in the MGH Department of Molecular Biology and the Center for Computational and Integrative Biology, Szostak's team has been working to create "protocells" – primitive synthetic cells containing DNA strands encased within a membrane – that eventually will replicate themselves and evolve in response to environmental factors. They have investigated forces that may have driven the evolution of early proteins, created new enzymes that do not exist in nature and explored how the presence of a nucleic acid like RNA within a membrane bubble allows such protocells to grow.

A 2008 study of DNA-containing protocells found that simple molecules and individual nucleotides – the building blocks of DNA and RNA – could easily pass through the kind of membrane that might have been present on primitive cells, in contrast to the modern cell membrane that exerts exquisite control over what gets in or out. Szostak's team also showed that the molecules passing through this simple membrane could be used to copy a single-strand DNA molecule within the protocell.

Among the next steps will be finding a way to assemble an original DNA strand instead of copying a template and inducing these building blocks to interact in response to evolutionary forces. The answers Szostak and his team find may reveal how, in his words, biology emerged out of chemistry approximately four billion years ago.

MEETING OF THE MINDS: Members and associates of the Szostak lab

10.09.09

MGH HOTLINE

WHAT'S HAPPENING

Genetics and clinical research seminar

The MGH Clinical Research Program is sponsoring "Genetics and Clinical Research: Points to Consider," Oct. 21 from 2 to 3:30 pm in the Simches Research Center, Room 3.110. Lisa Lehmann, MD, PhD, of the BWH Center for Bioethics, will review issues involved in genetics and genomics research. To register, access *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

Health literacy information table

In recognition of Health Literacy Month, the Patient Education Committee is hosting an information table based on the theme, "Knowledge Begins with I" Oct. 14 from 9 am to 3 pm in the Main Lobby. Patients and families can learn about informed patient care, and staff will be able to learn more about patient education resources. For more information, e-mail Angelica Tringale, RN, BSN, at *atringale@partners.org*.

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Smoking cessation programs

The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Thursdays at noon beginning Oct. 22 and Wednesdays at 5:30 pm beginning Oct. 28. Topics will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free lifestyle. Low-cost nicotine patches and gum will be available with written approval from a primary care physician. Registration is required with a registration fee on a sliding scale. For more information or to register, call 617-726-7443.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering the following free events for seniors ages 60 and older Oct. 15: "Creating Space: Ideas About One's Home and Letting Go," a lecture with speaker Cristina Sorrentino Schmalisch, LICSW, MSW, PhD, director of the Hoarding Project at the Boston University School of Social Work, from 11 to noon in the Haber Conference Room; and a book club discussion of "The Body in the Gallery" by Katherine Hall Page from 3 to 4 pm at the West End Library, 151 Cambridge St. The author also will visit the West End Library Nov. 5 at 6:30 pm. For more information, call 617-724-6756.

Collaborative research grants

The HMS Portugal Program in Translational Research and Information is offering two- to three-year grants for Harvard-affiliated investigators working with scientists at Portuguese medical schools and biomedical research institutions. Proposed projects should include at least one research group at Harvard and at least two based in institutions in Portugal. The application deadline is Oct. 31. For more information, visit *www.hmsportugal.org* or e-mail *contact@hmsportugal.org*.

IRB seminar

The MGH Clinical Research Program is sponsoring a seminar, "Who Tells the IRB What to Do? The Effects of Case Law on Research Regulations and Oversight," Oct. 26 from 3:30 to 4:30 pm in the Simches Research Center, Room 3.110. Pearl O'Rourke, MD, of Partners Research Affairs, will provide a historical review of challenges to research regulations and guidelines and describe how case law has informed the current system of research oversight. O'Rourke also will discuss current challenges to regulations and the regulatory process. To register, access *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

BLACKBURN

GREIDER

SZOSTAK

Discovery may someday help treat cancer, aging-related issues

THE WORK RECOGNIZED by the 2009 Nobel Prize began in 1980 when Jack W. Szostak, PhD – then at what is now Dana-Farber Cancer Institute – and Elizabeth H. Blackburn, PhD, met at a conference and decided to investigate an intriguing scientific question: How do cells protect the ends of their chromosomes from being frayed in the process of replication? In the single-celled organism she studied, Blackburn had already identified what appeared to be telomeres, protective structures that previous work had predicted but not proven. The two researchers decided to see what would happen if those telomeres were introduced into the yeast that Szostak was studying.

The experiment worked, causing repetitive nucleotide sequences to be added at the ends of yeast chromosomes, a finding suggesting that a new enzyme was adding the protective sequences. Blackburn and Carol W. Greider, PhD, then a graduate student in her lab, went on to identify this enzyme, telomerase, while Vicki Lundblad, PhD, a fellow in Szostak's lab, discovered a key component of the enzyme and was the first to show that the inability to add the nucleotide repeats led to telomere shortening and eventually cell death. Subsequent research revealed that telomerase plays a crucial role in both aging and the development of cancer, and investigators around the world are searching for potential applications to human health and disease. Szostak, Blackburn and Greider also received the 2006 Lasker Award for Basic Science – often regarded as a predictor of the Nobel – for the same work.

Pastoral Care Week

The MGH Chaplaincy will host the following events to celebrate Pastoral Care Week from Oct. 19 through 23: a poster display in the Main Corridor beginning Oct. 9; a week of blessing of the hands of staff on inpatient units beginning Oct. 19 and a blessing of the hands in the chapel Oct. 22; an information table Oct. 20 in the Main Corridor featuring spiritual resources for the community; and a Labyrinth Walk in the Thier Conference Room Oct. 21 from 8 to 11 am followed by a presentation, "The Human Family," with Public Radio host Ellen Kushner at 1 pm in the O'Keeffe Auditorium. For more information, visit *http://mghpastoralcareweek.net* or call 617-726-2220.

Memorial Service for Shean Marley, RN

A memorial service in celebration of the life of Shean Marley, RN, of Internal Medicine Associates, will be held Oct. 30 at 1 pm in the MGH Chapel. All are invited to attend.

10.16.09

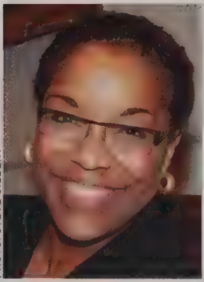
MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

HABER

PODOLSKY

PHOTO: STEVE GILBERT



REEDE

RUVKUN

SYKES

WALKER

WEISSLEDER

IOM Honors Seven

Seven MGH-affiliated physicians and researchers join prestigious Institute of Medicine

SEVEN MGH-AFFILIATED physicians and researchers were among the 65 new members and five foreign associates recently elected to the prestigious Institute of Medicine (IOM), a recognized leader for independent, scientifically informed analysis and recommendations on health issues. Election to the IOM is considered one of the highest honors in the field of health and medicine.

The newly elected members are: Daniel Haber, MD, PhD, director of the MGH Cancer Center; Joan Reede, MD, MPH, assistant in Health Policy at the MGH and dean for Diversity and Community Partnership at Harvard Medical School; Gary Ruvkun, PhD, investigator in the MGH Department of Molecular Biology; Megan Sykes, MD, associate director of the Transplantation Biology Research Center; Bruce Walker, MD, director of the Ragon Institute of MGH, MIT and Harvard; and Ralph Weissleder, MD, PhD, director of the Center for Molecular Imaging Research and the Center for Systems Biology.

Daniel K. Podolsky, MD, who was the former chief of MGH Gastroenterology before becoming president of the University of Texas Southwestern Medical Center in September 2008, is also among the newly elected members.

(Continued on page 4)

A new and improved Post Anesthesia Care Unit

PATIENTS RECOVERING FROM SURGERY in the MGH Post Anesthesia Care Unit (PACU) now are cared for in a new 20-bed unit nearly double the square footage of the previous facility. Built with the generous support of David J. Cullen, MD, MS, a former MGH anesthesiologist and PACU medical director, and his wife Kathy S. Cullen, RN, MS, a former MGH PACU nursing director, the updated unit features more open space, improved patient-monitoring technology and three-sided recovery rooms that provide enhanced privacy for patients. Thirteen of the 20 rooms have glass doors to provide a quiet space for patients waking up from anesthesia.

"This new PACU really has the patient as the absolute main focus," says Scott Ciesielski, RN, PACU nursing director. "There are computer work stations between every two recovery bays to allow staff to complete patient care documentation at the point of care. The new patient tracking system displays both the current PACU census and capacity to optimize patient care. We are very grateful to the Cullens for not only supporting the construction of the new PACU, but also for contributing to the functional design."

On Sept. 21, the Cullens were special guests at an afternoon event celebrating the opening of the new PACU on Ellison 3. Approximately 100 people attended the event that was held prior to its opening for patients Sept. 22. Other special guests included Jean R. Elrick, MD, MGH senior vice president, and Jeanine Wiener-Kronish, MD, chief of the MGH Department of Anesthesia, Critical Care and Pain Medicine.

The
Kathy S. Cullen, RN, MS
and
David J. Cullen, MD, MS
Post-Anesthesia Care Unit
(PACU)

A LASTING GIFT: Kathy S. and David J. Cullen

Celebrating the journey of women in medicine and science

THE MGH OFFICE FOR WOMEN'S CAREERS continued its tradition of celebrating women faculty at the MGH and beyond during its 12th Annual Women in Medicine Reception Sept. 23 in the Thier Conference Room.

Faculty and staff from departments across the MGH attended the reception, which featured Ann C. Bonham, PhD, chief scientific officer of the Association of American Medical Colleges (AAMC). Bonham presented "The Wondrous and Challenging Journey of Women in Medicine and Science," which described her own journey leading to her recent AAMC appointment. She shared several "guiding principles" with the audience, such as understanding oneself and one's institution; building strategic alliances and earning trust; and being ready for the unexpected, including unexpected opportunities.

Special tribute books highlighting the many accomplishments of women faculty over the past academic year were distributed at the event. To request a copy, contact the Office for Women's Careers at 617-724-5229. ■

LEADING LADIES: From left, Donna Lawton, MS, senior program manager for the MGH Center for Faculty Development; Bonham; and Nancy Tarbell, MD, former founding director of the MGH Center for Faculty Development and the MGH Office for Women's Careers and now dean for Academic and Clinical Programs at Harvard Medical School

The critical and evolving role of primary care

IN THE CURRENT HEALTH CARE REFORM DEBATE, many argue that a focus on primary care is the key to improving health care quality and access despite a growing shortage of primary care physicians.

On Sept. 24, the John D. Stoeckle Center for Primary Care Innovation, the Harvard Primary Care Working Group and the Primary Care Division at Harvard Medical School (HMS) hosted a panel discussion, "Primary Care: The Foundation for Health Care Reform," as part of the 2009 Cabot Primary Care Lecture Series.

The panel featured three leaders in primary care and health care policy: Don Berwick, MD, president and CEO of the Institute for Healthcare Improvement; Helen Burstin, MD, MPH, senior vice president for performance measures at the National Quality Forum in Washington, D.C.; and Thomas Lee, MD, network president and CEO of Partners Community HealthCare, Inc.

William Kormos, MD, director of Education at the Stoeckle Center, welcomed the nearly 200 students, residents and faculty who attended the timely lecture and introduced the panelists.

Each panelist discussed their views on the role of primary care through their personal experiences working in the field. Lee discussed the strategic importance of entering primary care, noting that as the center of the care team, a primary care physician is in a position to show leadership and best understand medical situations.

Burstin emphasized that the nature of primary care is rewarding to both the patient and physician due to the ability to build a trusting relationship with one another. "It's such a gift to be a part of a patient's life," she said.

PROMOTING PRIMARY CARE: From left, Andrew Singer, MD, an HMS resident and president of the Harvard Primary Care Working Group; Berwick; Lee; Burstin; and Leigh Simmons, MD, of the Stoeckle Center

Berwick focused on the necessity of reform in primary care, as well as its importance. "Without a platform of coordination of care, you can't get quality care," he said.

After the individual remarks, students and faculty asked the panelists questions. In addition to offering their opinions, all agreed that primary care in the United States is at a critical crossroad.

The Cabot lecture was held at a crucial time, as HMS recently suspended funding of its Division of Primary Care, which included the Cabot lecture series as well as a mentoring program.

The next lecture, "Community Health Centers: America's Health Care Home," with David Stevens, MD, director of the Quality Center at the National Association of Community Health Centers, will be held Oct. 20 at 6:30 pm in the Minot Room at Countway Library at HMS. For more information, visit *http://www.massgeneral.org/stoecklecenter.* ■

Ether Day 2009

October 16

Each year on Ether Day, the MGH recognizes employees for their dedication and length of service.
On October 16, the following employees will be recognized for their years of service to the hospital community.

For Sixty Years

Vernon Mark, Neurosurgery

For Fifty-Five Years

K. Frank Austen, Medicine
Daniel Caufield, Buildings & Grounds
John Dalton, Medicine
Oscar Starobin, Medicine

For Fifty Years

Donald Annino, Pediatric Service
Howard Baden, Dermatology
George Battit, Anesthesia, Critical Care & Pain Medicine
Patricia Beckles, Nursing
G. Richard Dickersin, Pathology
Murray Janower, Imaging
Robert Lees, Medicine
Herbert Levine, Psychiatry
John Little, Imaging
J. Henry Stempien, Oral & Maxillofacial Surgery

For Forty-Five Years

Annie Ablorh, Surgery
Guy Barnett, Medicine
Paul Chapman, Neurosurgery
A. Benedict Cosimi, Surgery
John Drake, Cardiac Surgery
Mark Field, Psychiatry
Kathleen Grady, Photography
Stanley Grzybek, Biomedical Engineering
Raymond Hawkins, Cardiac Surgery
Deborah Hill, Chelsea HealthCare Center
Cyrus Hopkins, Medicine
Mildred Johnson, Pathology
Jerome Kagan, Pediatric Service
Michael Lewis, Surgery
Mary Lynch, Nursing
James McFarland, Medicine
Christine McGlory, Imaging
Martin Mihm, Pathology
Daniel Shannon, Pediatric Service
Joel Umlas, Pathology

For Forty Years

Robert Abernethy, Psychiatry
Bernard Aserkoff, Medicine
Joseph Avruch, Medicine
Ross Baldessarini, Psychiatry
Margaret Bauman, Pediatric Service
Donna Blakely, Nursing
Sandra Boyd, Women's Health Associates
Daniel Burdick, Materials Management
Daphne Burgess, Nursing
Helene Burrows, Surgery
Ruth Burrows, Nursing
Pauline Buszkiewicz, Case Management
Michael Byrne, Rheumatology, Allergy and Immunology Division
Louisa Cardillo, Imaging
Diane Carroll, The Yvonne L. Munn Center for Nursing Research
Lorraine Concannon, Imaging
Judy Cote, Nursing
W. Robert Courey, Imaging
Kathleen Creedon, Nutrition and Food Services
William Crowley, Medicine
Ann Daniels, Social Services
Zareh Demirjian, Medicine
Margaret Donovan, Nursing
Sherry Edson, Nursing
Joan Elkin, Pathology
Mary Lin Farrell, Transplant Surgery
Warren Foote, Psychiatry
Karen Gacicia, Infectious Disease Unit
Edna Gavin, Nursing
Thomas Glick, Neurology
Joel Habener, Medicine
Paul Hagen, Police & Security
Harley Haynes, Dermatology
Alice Headley, Urology
Michael Hennessey, Anesthesia, Critical Care & Pain Medicine
Martin Hirsch, Medicine
Edward Hoffer, Medicine
Marva Johnson, Admitting Services
Joanne Joyce, Nursing
Yung Kim, Pharmacy
Richard Kitz, Anesthesia, Critical Care & Pain Medicine
Ira Lable, Psychiatry
John Maciaszczyk, Police & Security
George MacNeil, Buildings & Grounds

Vernon Mark, MD, 60 years

After receiving his undergraduate and graduate education at the University of Minnesota, Vernon Mark, MD, began his MGH career as an assistant resident in neurosurgery in 1949 – and was immediately in awe of what he saw.

"It was like being in a dream world," says the Minnesota native. "I was studying with the royalty of American medicine…they had very high standards for their residents and interns."

Dr. Mark spent a year at New England Medical Center – now Tufts Medical Center – during his 18-month appointment as a senior resident in neurosurgery. MGH's residents staffed the neurology program at New England Medical Center at that time. After his residency, Dr. Mark took on a clinical and research fellowship at MGH and teaching fellowship at Harvard Medical School.

The world's events pulled Dr. Mark away from MGH in 1955, when he enlisted as a captain in the U.S. Air Force and became the chief of neurosurgical service at the Air Force's medical treatment center in West Germany.

When he returned in 1957 he served as an assistant in neurosurgery and assistant neurosurgeon at MGH. Dr. Mark was part of a Harvard Medical School team that that helped set up the neurosurgery program at Boston City Hospital – now Boston Medical Center – of which he became director in 1964. MGH residents rotated through the Boston Medical Center Program. He was made director emeritus-neurosurgery at Boston City Hospital in 1986.

In July 2009, Mass General named Dr. Mark an honorary neurosurgeon.

K. Frank Austen, MD, 55 years

In 2004, K. Frank Austen, MD, not only celebrated his 50th year with MGH, but he also received an honor reserved for the world's most elite scientists. Austen was elected a foreign fellow by The Royal Society, the British equivalent of the National Academy of Sciences. The Society, which began in the 1600s, includes Charles Darwin and Sir Isaac Newton in its membership.

When he started with MGH in 1954, Dr. Austen had just graduated from Harvard Medical School. He came to MGH to complete his internship and residency in the Department of Medicine, later becoming chief medical resident. Austen also completed research fellowships with the U.S. Army Medical Corps, the National Institute for Medical Research in London and at Johns Hopkins School of Medicine in immunochemistry, immunology and microbiology, respectively. From 1964 to 1966, Austen served as chief of the MGH Pulmonary Unit, and in 1965, he was appointed as an associate professor of Medicine at Harvard Medical School, rising to the rank of professor in 1969. Austen has won numerous awards and honors including the Distinguished Investigator Award from the American College of Rheumatology, the Kober Medal from the Association of American Physicians and the Warren Alpert Prize from Harvard Medical School. He is a member of the National Academy of Sciences and is a trustee of Amherst College.

Dr. Austen currently serves director of Inflammation and Allergic Diseases at Brigham and Women's Hospital and the Astra Zeneca Professor of Respiratory and Inflammatory Diseases at Harvard Medical School.

Robert Mancuso, Operating Room Administration
James May, Surgery
Ellen McKinnon, Charlestown HealthCare Center
Sarah Millar, Office of Patient Advocacy
Judith Newell, Nursing
Steven Nickman, Psychiatry
Janice Nicosia, Cardiology Division
Arthur Papas, Psychiatry
Stephen Parker, Neurology
John Parrish, Dermatology
Kathryn Pazola, Nursing
Aurora Perez, Pathology
Joanne Peters, Nursing
Edwin Prien, Medicine
John Ryan, Anesthesia, Critical Care & Pain Medicine
Judith Sacco, Patient Care Services Clinical Support Services
John Schena, Buildings & Grounds
Rosemarie Srebnick, Dermatology
Mary Stanyer, Nursing
Jean Sullivan, Pulmonary
Owen Surman, Psychiatry
Maureen Tedesco, MassGeneral Hospital *for* Children
George Thibault, Medicine
Kathleen Tiberii, Nursing
Christopher Tiglianidis, Buildings & Grounds
William Walker, Pediatric Service
Anthony Zingarelli, Imaging

For Thirty-Five Years

Patricia Awbrey, Nursing
Lynda Bessette, Imaging
Jo Birdsey, Revere HealthCareCenter
Charles Boucher, Medicine
Stephen Bradley, Imaging
F. Richard Bringhurst, Administration
Melvin Brooks, Police & Security
Barbara Chase, Chelsea HealthCare Center
Alfred Collins, Pathology
Stephen Conley, Pathology
Jane Connolly, Admitting Services
Khloe Conte, Medicine
Lue Davis, Nursing
Frederic deBros, Anesthesia, Critical Care & Pain Medicine
Jacquelin Dembro, Nursing
Wendy DeMille, Nephrology
Lorraine Dennis, MassGeneral Hospital *for* Children
Margaret Doucette, Emergency Services
Sally Ebeling, Pathology
Janice Erlandson, Nursing
Clarence Evans, Materials Management
William Falk, Psychiatry
Kathleen Famiglietti, Medicine
Leslie Fang, Medicine
William Farinelli, Wellman Center for Photomedicine
Panfilo Federico, Molecular Biology
Kevin Ford, Health Information Services
Maria Garcia, Nursing
Leo Gerweck, Radiation Oncology
Loretta Harhen, Research Management
Judith Holden, Pathology
Joan Holmes, Cancer Center
John Hughes, Police & Security
Christine Hurley, Nursing
G. Timothy Johnson, Medicine
Rosemarie Joyce, MGH Everett Family Care
Georgia Kekis, Pathology
Stephen Kleinman, Psychiatry
Daniel Kopans, Imaging
Katharine Kosinski, Pathology
Steven Levisohn, Medicine
Virginia Lucas, Pathology
James Luisi, North End Community Health Center
Nancy Macdonald, Bulfinch Temporary Service
Bernice Macintyre, Revere HealthCare Center
Randolph Maloney, Surgery
Douglas Mathisen, Surgery
Jean Mccarthy, Obstetrics and Gynecology Service
John McKinlay, Medicine
Cynthia McLernon, Nursing
Robert Meyer, Pediatric Service
Carol Milbury, Medicine
Brenda Miller, Nursing
Diane Mitchell, Mass General Medical Group
JoAnne Monahan, Nursing
Richard Moore, Imaging
Mary Moskowitz, Psychiatry
Deborah Moynihan, Nursing
Peter Mueller, Imaging
Margaret Murtagh, Pathology
Ann Marie Nichols-Stout, Anesthesia, Critical Care & Pain Medicine
James O'Connell, Orthopædics
Igor Palacios, Medicine
Richard Pingree, Medicine
Shirley Prescod, Nursing
Mary Redford, Operating Room Administration
Kathleen Rogers, Nursing
Jerrold Rosenbaum, Psychiatry
Lorraine Sacco, Pathology
Robert Sawicki, Pathology
Linda Shafer, Psychiatry
Denise Sidorowicz, Chelsea HealthCare Center
Brenda Smith, Nursing
Benson Snyder, Psychiatry
Jean Spargo, Pathology
Ruth Stokes, Emergency Services
Peter Tam, Pathology
Virginia Tashjian, Nursing
Mark Tlumacki, Patient Care Services Clinical Support Services
William Tomford, Orthopædics
Cynthia Tracy, Nursing
Deborah Uhlendorf, Nursing
Jane Weir, Nursing
Sylvia Weld, Neurosurgery
Jack Wittenberg, Imaging

For Thirty Years

Susan Aguiar, Nursing
Gail Alexander, The Institute for Patient Care
Julie Angueira, Nursing
Neil Aronin, Neurology
Ann Austras, Nursing
William Baker, Obstetrics and Gynecology Service
Betty Barrett, Nursing
Emilyn Bellavia, Nursing
Joseph Biederman, Psychiatry
Maureen Brown, Nursing
Ferdinando Buonanno, Neurology
Veronica Cacciola, Nursing
Mary Cadigan, Cardiology Division
Sharon Campbell, Pathology
Kathleen Capeless, Case Management
Carol Card, Nursing
Carolyn Catinazzo, Dermatology

Cynthia Chadbourne, Imaging
Francette Chappell, Environmental Services
Betty Chin, Buildings & Grounds
Nicholas Ciampa, Environmental Services
Martha Collette, Psychiatry
Claire Conlan, Charlestown HealthCare Center
Mary Connolly, Social Services
Susan Croteau, Nursing
Marianna Crowley, Anesthesia, Critical Care & Pain Medicine
Rosemary Daggett, Anesthesia, Critical Care & Pain Medicine
Sylvester Daley, Nutrition and Food Services
Louise Dattoli, Development
Jeff Davis, Human Resources
Steven Dawson, Imaging
John Der Ananian, Anesthesia, Critical Care & Pain Medicine
Sheila Desmond, Pediatric Service
Anthony DiGiovine, Nursing
Richard Duke, Biomedical Engineering
Catherine Eberly, Anesthesia, Critical Care & Pain Medicine
Erica Edwards, Nursing
Valerie Farias, Anesthesia, Critical Care & Pain Medicine
Kathleen Farrell-Alexa, Nursing
Donna Felsenstein, Medicine
Gloriosa Fenol, Nursing
Carol Ferrandi, Dermatology
Jessica Fewkes, Dermatology
Jay Fishman, Medicine
Elayne Fodeman, Nursing
Mary Foley, Imaging
Mason Freeman, Medicine
Reina Galindo, Transplant Surgery
Sharon Gallagher, Mass General/North Shore Center for Outpatient Care
Kenneth Giannino, Pathology
Kathleen Gill-Body, MGH Institute of Health Professions
Jeanne Giovino, Nursing
Margaret Gittens, Nutrition and Food Services
Rosemary Grannum, Nursing
Diana Grobman, Nursing
Joseph Hall, Buildings & Grounds
Jane Hardiman, Anesthesia, Critical Care & Pain Medicine
Linda Hardy, Emergency Services
Kathleen Healey, Chelsea HealthCare Center
Robin Herrmann, Nursing
Linda Honeycutt, Orthopædics
Robert Hughes, Medicine
Dorothy Iosua-Gonzales, Nursing
Willie Jackson, Nursing
Rita Jaghoo, Nursing
Judith Jeddrey, Nursing
Michael Jenike, Psychiatry
Christina Johnson, Pathology
Cynthia Johnson, Nursing
Dianne Johnson, Nursing
Douglas Johnson, Medicine
Julia Kahn, Radiation Oncology
Susan Kattapuram, Imaging
Bruce Kaynor, Pathology
Elizabeth Kelly, Cardiology Division
Nancy King, Dermatology
Diane Kovacev, Dermatology
John Kroon, Environmental Services
Karen Laliberte, Nephrology
Glenn LaMuraglia, Surgery
Ann Lapierre, Cardiology Division
Denise Lauria, Nursing
Linda Leahy, Psychiatry
Joseph Leong, Radiation Oncology
Robert Lincoln, Nursing
Cheryl Lippi, Nursing
William Long, Pathology
Linda Lyster, The Yvonne L. Munn Center for Nursing Research
Ellen Macdonald, Nursing
Elizabeth Maclellan, Case Management
Michael Manning, Operating Room Administration
Noreen Manning, North End Community Health Center
Carol Markus, Patient Care Services Office of Quality & Patient Safety
Eileen McAdams, Charlestown HealthCare Center
Mary Elizabeth McAuley, Nursing
Madeleine McGarry, Nursing
Donna McKay, Nursing
Charles McKitrick, Diabetes Center
Michael Meskell, Pathology
Ralph Minear, Pediatric Service
Karen Minyard, Endocrine Unit
Erasmo Mitrano, Pharmacy
Mary Moir, Neurology
Richard Moscicki, Medicine
Kizito Muliro, Nursing
Sean Murray, Health Information Services
Rebecca Niloff, Pediatric Service
Dennis Norman, Psychiatry
Cheryl Oliver, Imaging
Jean Onelli, Health Information Services
Martin Ostro, Medicine
Edwin Palmer, Imaging
Ellie Petillo, MGH Beacon Hill
Anne Picariello, Dermatology
Dennis Picariello, Police & Security
Susan Pierce-Chana, Nursing
Roland Pierre, Materials Management
Patricia Pires, Nursing
James Quinn, Anesthesia, Critical Care & Pain Medicine
Jennifer Rathbun, Psychiatry
Maryalyce Romano, Nursing
Carl Rosenbloom, Pediatric Service
Michael Russell, Radiation Oncology
Cecelia Schieve, Nursing
Eveline Schneeberger, Pathology
Eva Schoenfeld, Psychiatry
Sarah Sciretta, Nursing
Katherine Sims, Neurology
Nathaniel Sims, Anesthesia, Critical Care & Pain Medicine
Daniel Singer, Medicine
Margaret Skarinka, Nursing
Christopher Sorrento, Buildings & Grounds
Robert Steiber, Buildings & Grounds
Thomas Sterne, Medicine
Patricia Surabian, Nursing
Ernest Tabb, Nutrition and Food Services
Concetta Tecce, Professional Billing Office
Delores Thorne, Nursing
Mary Toomey, Nursing
Susanne Toomey, Nursing
Kettly Vilbrun, Nursing
Mark Vonnegut, Pediatric Service
Stan Wasserman, Cardiac Surgery
Muriel Weckstein, Psychiatry
Harriet Weinstein, Cardiology Division
Arnold Weiss, Oral & Maxillofacial Surgery
Caroline Williamson, Revere HealthCare Center
Franseco Wilson, Nursing
Ellen Wilson Melchionno, Pathology
Brenda Woods, Pathology
Ann Yee Lau, Pathology
Paul Zusky, Psychiatry

Daniel Caufield, 55 years

Daniel Caufield started his MGH career as an electrician's helper in what was then the Maintenance Department. Since then he has held many positions in what we now call Buildings & Grounds, including his current role as a senior construction manager in Facilities Engineering.

For Mr. Caufield, MGH is all about family. "Our family is very linked to MGH," he says. "I met my first wife here and had five sons with her before she passed. Two of my sons work at MGH – one in B&G's General Construction and the other at B&G in Danvers. Another works for the company that provides bed lifts for MGH."

Mr. Caufield's involvement in MGH's social and recreational organizations have made him a familiar face to his extended family here at the hospital. He helped start – and is still an active member in – both the MGH Softball and Bowling leagues. He is in the Bowling League's record books with a high score of 411, which he rolled in 1992.

"Working at MGH has pretty much been my life," he says.

John Dalton, MD, 55 years

When John Dalton, MD, celebrated his 40th anniversary with Mass General in 1994, a group of his patients contributed funds to name the 16th floor of the Ellison Building in recognition of his work as a primary care physician. Today, the retired physician is celebrating 50 years at Mass General.

Dalton, who calls his years of practicing medicine at MGH and teaching at Harvard Medical School "a fulfilling and rewarding experience," first came to the MGH as a cardiac resident. A 1950 graduate of Harvard Medical School, Dr. Dalton completed his internship at what was then Boston City Hospital – now Boston Medical Center. He spent three years of his residency working at three different Harvard Medical School Services – the Thorndike Memorial Laboratory at Boston City Hospital, a cardiac residency at Mass General, and an assistant medical residency at the Peter Bent Brigham, which later became Brigham and Women's Hospital. These residencies were interrupted when he was called to serve in the Marine Corps for two years during the Korean War. In 1956, he opened his practice in Internal Medicine on Beacon Street in the Back Bay.

Dr. Dalton retired from active practice in 2006.

For Twenty-Five Years

Jerome Ackerman, Imaging
Dena Alioto, Pharmacy
Wendy Applegate, Admitting Services
Diane Barker, Obstetrics and Gynecology Service
Devora Baronofsky, Nursing
Cynthia Barry, Nursing
Paul Batista, Photography
Leah Berthold, MassGeneral Hospital *for* Children
Dorothy Booth, Imaging
Stephen Boylan, Cancer Center
Joseph Braidt, Pathology
Xandra Breakefield, Neurology
Ellen Brown, Nursing
Susan Brown, Psychiatry
Pamela Brown-Early, Respiratory Care Services
Marie Brownrigg, Physical and Occupational Therapy Services
Kelley Burke, Nursing
Maria Buttolph, Psychiatry
Kathleen Carbone, Professional Billing Office
Juan Cardona, Materials Management
Ann Casey, Mass General West
Djems Cazeau, Imaging
Tien-Lan Chang, Pediatric Service
Alice Chaput, Chelsea HealthCare Center
David Christiani, Medicine
Patricia Clougherty, Surgery
Lee Cohen, Psychiatry
MaryAnn Columbia, Nursing
James Cooley, Pediatric Service
Claire Costello, Nursing
Kristine Cote, Nursing
Jacqueline Crowell, Case Management
Constance Cruz, Nursing
Paul Culliton, Urology
Lisa Degrandis, Internal Medicine
Brenda Delaney, Patient Care Services
Lynn Devaney, Surgery
Nancy DiBona, Nursing
Nancy Edwards, Nursing
Masha Etkin, Obstetrics and Gynecology Service
Anne Fitzgerald, Nursing
Susan Gage, Nursing
Marilyn Gifford, Nursing
Whitfield Goodman, Nursing
Robert Goulet, Respiratory Care Services
Janet Hall, Medicine
E. Bruce Hamaty, Pathology
Mark Handschumacher, Cardiology Division
Cecile Hannon, Nursing
Patricia Hartnett, Mass General/North Shore Center for Outpatient Care
Margaret Hegarty, Pulmonary
Susan Henderson, Nursing
James Hickey, Imaging
Ellen Hutchinson, Nursing
Lisa Ireland, Nursing
David Irons, Pediatric Service
Ann Jampel, Physical and Occupational Therapy Services
Robert Kacmarek, Respiratory Care Services
Susan Kaye, Nursing
Stuart Kigner, Orthopædics
Michael Kingston, Operating Room Administration
Mary Knab, MGH Institute of Health Professions
Christie Kuo, Cardiology Division
Joseph Kvedar, Dermatology
Kathleen Laing, Cardiology Division
Michelle Lander, Nursing
Maureen Laughlin, Nursing
Donna Lawton, Center for Faculty Development
Susan Leavitt, Nursing
Ethan Lerner, Dermatology
Daria Lesanto, Nursing
James Lopes, Nursing
Maria Lopez-Bresnahan, Neurology
Judith Lynch, Nursing
Karen MacCormack, Nursing
John MacDonald-Hilton, Nursing
Lisa Macinnis, Pathology
Ann Malley, Operating Room Administration
Keith McCarthy, Materials Management
Robert McDonough, Operating Room Administration
Carolyn McKinley, Community Health Associates
Livingston Mclaren, Operating Room Administration
Susan Meminger, Psychiatry
Patricia Mian, Nursing
Kellie Mitchell, Nursing
Theresa Morris, Anesthesia, Critical Care & Pain Medicine
Eileen Murphy, Revere HealthCare Center
Paula Murphy, Social Services
Hiyam Nadel, Obstetrics and Gynecology Service
Susan Nelson, Nursing
John Niles, Medicine
Marjorie Noone, Nursing
Mary Page, Nursing
Jacqueline Palazola, Radiation Oncology
Sokha Pang, Revere HealthCare Center
Paul Pantano, North End Community Health Center
Helen Papele, Nursing
Roger Pasinski, Pediatric Service
Joel Pava, Psychiatry
Janice Pellegrine, Nursing
Michele Pender, Nursing
Marilyn Pike, Medicine
Sheila Preece, Nursing
Jacqueline Presswood, Nursing
William Puricelli, Wellman Center for Photomedicine
Helen Riess, Psychiatry
Phyllis Robertson, Social Services
Patricia Rowell, Patient Care Services
Kristine Roy, Nursing
Robert Scannell Jr., Respiratory Care Services
David Schoenfeld, Medicine
Patricia Scott, MassGeneral Hospital *for* Children
Yinyee Seto, Molecular Biology
Chris Sharrett, Nursing
Janet Sherman, Neurology
Mindy Sherman, Emergency Services
Amy Slater, Pathology
Peter Slavin, Administration
Norma Soto, Chelsea HealthCare Center
Martha Southworth, Social Services
Donna Stamatis, Nursing
Janet Steele, Infectious Disease Unit
Deborah Sullivan, Nutrition and Food Services
Dorothy Sullivan, Cardiology Division
Jack Szostak, Molecular Biology
Nancy Terres, MGH Institute of Health Professions
Donna Vadala, Cardiology Division
Howard Waldman, Medicine
Harriet Walker-Newton, Cardiology Division
Ellen Walsh, Nursing
Susan Warchal, Nursing
Debra Weinstein, Primary Care Administration
Joseph Whitehorn, Psychiatry
Millicent Williams, Environmental Services
Jonathan Worth, Psychiatry

For Twenty Years

Stephen Abraham, Medicine
Jennifer Albert, Nursing
Angel Alicea, Environmental Services
Amira Alley, Pathology
Deyvi Alonzo, Environmental Services
Harry Altenor, Internal Medicine
Joan Ames, Mass General West

Afarin Assadian, MGH Institute of Health Professions
Mark Ayanian, Pediatric Service
Cristina Baires, Nursing
Jack Baptista, Nutrition and Food Services
Ann Barber, Nursing
Angelika Bartolomeo, Cancer Center
Joycelyn Beaton, Pathology
Martha Belatchew, Nursing
Louvenia Bell, Nutrition and Food Services
Josie Bernier, Nursing
Christina Biagiotti, Physical and Occupational Therapy Services
Kathryn Binda, Social Services
Howard Blanchard, Nursing
Donald Bloch, Medicine
Michael Bodock, Pharmacy
Wayne Bourque, Buildings & Grounds
Julie Boussy, Nursing
Carol Breed, Nutrition and Food Services
Hans Breiter, Psychiatry
Alexandria Brennan, Nursing
David Brown, Emergency Services
Emery Brown, Anesthesia, Critical Care & Pain Medicine
Cheryl Bunker, Medicine
Jill Burke, Cancer Center
Marylou Buyse, Pediatric Service
Abigail Caban, Chelsea HealthCare Center
Miguel Canizalez, Environmental Services
Ginesia Cardone, North End Community Health Center
Lela Caros, Medicine
Sharon Cecca, Chelsea HealthCare Center
Leonard Cecere, Pathology
Karen Celentano, Imaging
Henry Chueh, Medicine
Raymond Chung, Medicine
Giovanni Ciampa, Buildings & Grounds
Iwona Cieplucha, Professional Billing Office
Donna Clark, Professional Billing Office
Karin Cole, Psychiatry
Kathleen Conley, Nursing
Maura Copeland, Psychiatry
M. Cornelia Cremens, Psychiatry
Judith Curran, Nursing
Marjorie Curran, Pediatric Service
Dawn Cushing, Case Management
Stephanie Dailey, Cardiac Surgery
Mary Daley, Surgery
Roberto Dejesus, Cancer Center
John Dello Russo, Cutaneous Biology Research Center
Veronica Delmoral, Nutrition and Food Services
Phyllis Dennehy, MassGeneral Hospital *for* Children
Marianne Ditomassi, Patient Care Services
Carol DiVaio, Orthopædics
Apostolos Doukas, Dermatology
Guy Dubuisson, Environmental Services
Maria Escano, Nursing
Daniel Estok, Orthopædics
Lynne Evaul, Nursing
Jeannette Exilus, Nursing
Neslie Exilus, Nutrition and Food Services
Alva Fairbairn, Nursing
Maryanne Fallon, Cancer Center
Stephen Faraone, Psychiatry
Noor Faris, Pathology
Mitchell Feldman, Pediatric Service
Maria Feliz-Mero, Emergency Services
Carlos Fernandez-del-Castillo, Surgery
Susan Ferreira, Emergency Services
George Fiore, Nursing
Laurie Fitts, Cutaneous Biology Research Center
Deborah Fitzgerald, Endocrine Unit
Lauren Forsythe, Materials Management
Whitney Foster, Nursing
Nancy Gagliano, Medicine
Gertha Gard, Nursing
Monica Ghazal, Nursing
Elba Gibson, Nursing
Patricia Giulino, Psychiatry
Colleen Gonzalez, Nursing
Ramon Gonzalez, Imaging
Barrett Goodspeed, Pathology
Mary Gowing, Nursing
Irma Grajeda, Nursing
Georgia Green, Chelsea HealthCare Center
Steven Greenberg, Neurology
Tod Gulick, Medicine
Louise Hanscom, Neurosurgery
Robert Hanson, Imaging
Stacey Harris, Registration & Referral Center
Edward Hart, Neurology
Dean Hashimoto, Medicine
David Henderson, Psychiatry
Neil Henderson, Molecular Biology
Ann Hobart, Nursing
Norma Holmes, Infectious Disease Unit
Sunnary Hong, Cancer Center
H. Robert Horvitz, Neurology
Katherine Hurley, Nursing
Bradley Hyman, Neurology
Julie Ingelfinger, Pediatric Service
Keith Isaacson, Obstetrics and Gynecology Service
Ole Isacson, Neurology
Eric Isselbacher, Medicine
Joseph Jackson, Anesthesia, Critical Care & Pain Medicine
Cynthia Jalbert, Medicine
Marie Jean-Francois, Nursing
Elie Joly, Environmental Services
Elisenar Joly, Nursing
Martha Kavanagh, Nursing
Ann Kelley, Charlestown HealthCare Center
Lisa Khaghani, Pathology
Thomas Kinane, Pediatric Service
Paula Kordis, Cardiac Surgery
Julie Kotowski, Imaging
Robert Krinsky, Health Information Services
Joanne Lafrancesca, Nursing
Richard Lakeman, Buildings & Grounds
Diane Lapuma-Carreiro, Nursing
Karlene Lemieux, Case Management
Stephen Lewis, Health Information Services
Caroline Liburd, Nutrition and Food Services
Mara Lorenzi, Medicine
Laurie Lynch, Nursing
Mary Lynch, Cancer Center
Robert Lynch, Pathology
John MacDonald, Radiation Oncology
James MacLean, Medicine
Patricia Mahoney, Nursing
Thomas Mahoney, Police & Security
Cynthia Mansfield, Pathology
John Marota, Anesthesia, Critical Care & Pain Medicine
Marie Marsan, Nursing
Genese Marseille, Neurology
Marcelino Martinez, Nursing
Sheila Masci, Pathology
Ernest Mathews, Neurosurgery
Lynne Mccormack, Nursing
Barbara McGee, Nursing

Oscar Starobin, MD, 55 years

Oscar Starobin, MD, began his Mass General career in 1954 as an intern in medicine. A graduate of Harvard Medical School, Dr. Starobin followed his internship with a residency in the cardiac department, and has been an instructor in medicine at Harvard Medical School and Mass General since 1960.

In addition to his service to Mass General, Dr. Starobin has also held academic and clinical appointments at St. Vincent Hospital and UMass Memorial Medical Center, both in Worcester. He is past director of the Clinical Cardiology Program at the University of Massachusetts Medical School, and currently serves as director of the Adult Congenital Heart Clinic there. He has been named "Teacher of the Year" at UMass Medical School many times during his career and has been voted Outstanding Medical Educator by his UMass students for six years straight. He was named Internist of the Year by the American College of Physicians in 1994.

Dr. Starobin says teaching tomorrow's physicians – at both Mass General and the Worcester hospitals – has been more than just a job. It has been an opportunity for continuous learning, he says.

Dr. Starobin is currently director of the Cardiology Elective at UMass Medical School. He also continues to see patients and mentor fellows at the University of Massachusetts Medical Center.

Howard Baden, MD, 50 years

After serving as a captain in the Army Reserves for two years, Howard Baden, MD, started his career at MGH as a dermatology resident in 1959. In the 50 years since his residency, he's been instrumental to the training and development of many of today's dermatologists.

In 1963, Dr. Baden began as an instructor in dermatology for Harvard Medical School. In 1975, he was named professor of Dermatology, and in 1987 he was named program director for the Harvard Medical School/Affiliated hospitals Dermatology Residency Training Program.

Working with medical students was a key part of Dr. Baden's MGH experience. "The quality of trainees is so good, which is in part what makes the hospital great," Baden says. "The young people are very thoughtful, honest and capable."

Though teaching has been a major part of his MGH career, Dr. Baden was also instrumental in the creation of the Cutaneous Biology Research Center. From 1989 to 1991, he was acting associate director for research for the MGH-Harvard Cutaneous Biology Research Center.

In 1995, Dr. Baden received the Steven Rothman Award from the Society of Investigative Dermatology and in 2003 he was elected as an honorary member to the society's Board of Directors.

Dr. Baden continues to teach and practice, seeing patients with hair and nail issues.

Hirschel McGinnis, Imaging
Carol Mcgonagle, Professional Billing Office
James McIntyre, Radiation Oncology
Deborah Meade, Nursing
James Meigs, Medicine
Justino Mendes, Environmental Services
Rolando Mendez, Pharmacy
Christopher Miller, Molecular Biology
Joann Morgan, Emergency Services
Maureen Mullaney, Nursing
Patricia Mullen, Nursing
Marita Murray, Pathology
John Nagurney, Emergency Services
Ann Neumeyer, Neurology
Karen O'Brien, Medicine
Maureen O'Brien-Hennessey, Imaging
Sean O'Connell, Materials Management
Andrew Olsson, Buildings & Grounds
Joanne Oram, Imaging
Saadia Ortiz, Cancer Center
Mary Ozek, Obstetrics and Gynecology Service
Ellen Pantzer, Nursing
Anne Paul, Nursing
Valsamma Plammoottil, Pharmacy
Louise Powell, Nursing
Patricia Powers, Emergency Services
Jeanette Prendable, Molecular Biology
Lori Pugsley, Nursing
Maribeth Rafferty, Social Services
Stephen Reardon, Office of Patient Advocacy
Oliverio Restrepo, Environmental Services
Manuel Reyes, Operating Room Administration
David Rivera, Environmental Services
Eunice Rogaishio, Pathology
Denise Rogers, Parking & Commuter Services
Mary Rogers, Nursing
Bingni Rong, Pharmacy
Michael Rosbash, Molecular Biology
Leticia Sanchez, Pharmacy
Susan Sannella Fleming, Physical and Occupational Therapy Services
Luis Santos, Environmental Services
Jose Saporta, Psychiatry
Ellen Sapp, Neurology
Joanna Scalfani, Nursing
Pamela Schaefer, Imaging
Jeremy Schmahmann, Neurology
Emmett Schmidt, Pediatric Service
J. Matthew Schofield, Pediatric Service
Brenda Schwartz, Nursing
Lesley Secrest, Nursing
Margaret Seton, Medicine
Dennis Sgroi, Pathology
Carol Shea, Nursing
Christine Shea, Radiation Oncology
Karen Sicotte, Diabetes Center
Janet Silva, Charlestown HealthCare Center
Paula Spagnuolo, Pathology
Miguette St. Gerard, Nursing
Gloria Stack, Chelsea HealthCare Center
Steve Stapleton, Environmental Services
Yvonne Stewart, Health Information Services
Shirley Svizzero, Health Information Services
Christine Swanton, Cardiac Surgery
Alphonse Taghian, Radiation Oncology
Yat Tang, Center for Comparative Medicine
Marie Thecka, Pathology
Mehmet Toner, Surgery
Joseph Vacanti, Surgery
Theresa Vachon, Nursing
Lisa Valente, Nursing
Merylee Vanhouten, MassGeneral Hospital *for* Children
Carmen Vega-Barachowitz, Speech, Language & Swallowing Disorders
Hector Ventura, Nursing
Maria Vieira, Nursing
Alejandro Villalba, Environmental Services
Theresa Visconti, Pharmacy
Sheila Volpicelli, Pathology
Patricia Von Titte, Nursing
Bau Vu, Buildings & Grounds
Patricia Wadman, Imaging
Zofia Walczak, Pathology
Maryann Walsh, Patient Care Services Office of Quality & Patient Safety
Joanne Watson, Nursing
Linda Weinstein, Medical Staff Office
Carla Welsh, Patient Care Services Clinical Support Services
Brenda Whelan, Nursing
Lisa Whelan, Mass General/North Shore Center for Outpatient Care
Ramnik Xavier, Molecular Biology
Christine Yaffe, Nursing
Ming Yan, Environmental Services
Michael Yogman, Pediatric Service
Antoinette Zukowski, Orthopædics

For Fifteen Years

Richard Ahern, Infectious Disease Unit
David Altshuler, Molecular Biology
Maria Alves, Nursing
Ellen Andrew Kasper, Nursing
Gilbert Arenaza, Admitting Services
Evelyn Arias, Surgery
Daniel Arons, Medicine
Judith Arrington, Nursing
Dedieu Augustin, Materials Management
Robin Azevedo, Nursing
Tania Baker, Molecular Biology
Drupatee Balgobin, Nursing
Bertha Barker, Bulfinch Temporary Service
Margaret Barlow, Neurology
Marie Barry, Nursing
Steven Basque-Meir, Pharmacy
Suzanne Bender, Psychiatry
Laurie Bertone, Surgery
Haigui Beurekjian, Mass General/North Shore Center for Outpatient Care
Merinord Bosquet, Environmental Services
Jeff Bostic, Psychiatry
Elmostafa Boudal, Environmental Services
Felicia Boyce, Pharmacy
Sylvie Breton, Medicine
Deborah Briggs, Nutrition and Food Services
Elaine Budnik, Radiation Oncology
William Burton, Buildings & Grounds
Allan Bush, Psychiatry
Margaret Byrnes, Bulfinch Temporary Service
Maryjo Cappuccilli, Nursing
Marie Casale, Revere HealthCare Center
Kathleen Cavallaro, Mass General/North Shore Center for Outpatient Care
Lorraine Celata, Social Services
Carole Cesar, Nursing
Lin-Ti Chang, Nursing
Leonard Charbonneau, Nursing
Deborah Chase, Respiratory Care Services
Peter Christmas, Medicine
Lisa Chyka, Anesthesia, Critical Care & Pain Medicine
Cheryl Cirillo, Nursing

Lillian Clark, Nursing
Lori Clark-Carson, Patient Care Services
Susan Clifford, Medicine
Lisa Coleman, Nursing
Jeffrey Collins, Medicine
Eileen Comeau, Nursing
Kathleen Conners, Imaging
Virginia Constant, Nursing
Donna Cooper, Medicine
Joao Costa, Environmental Services
Luis Costa, Environmental Services
Charlotte Cowan, Pediatric Service
Erin Cox, Nursing
Judith Craver, Psychiatry
Karen Crowley, Admitting Services
Carlos Cruz, Materials Management
Michael Cunningham, Pediatric Service
Debora Cupp, Nursing
Paul Cusick, Medicine
Donna Dalal, Nursing
Carol Dame, Mass General West
Nancy D'Antonio, Nursing
Karen Darocha, Nursing
Sonia Dasilva, Women's Health Associates
Patricia Daunais, Imaging
Antonieta Daveiga, Nursing
Katherine Dawson, Neurology
Jonathan Delgado, Molecular Biology
William Delvalle, Materials Management
Maria Depina, Nursing
Julia Donahue, Nursing
Patricia Donnellan, Radiation Oncology
Sharon Donohue, Nursing
David Doolittle, Psychiatry
Jean Dor, Environmental Services
Darin Dougherty, Psychiatry
Donna Downs, Registrar's Office
Keith Dreyer, Imaging
William Driscoll, Anesthesia, Critical Care & Pain Medicine
Mark Droste, Admitting Services
Irene Duan, Bulfinch Temporary Service
Eric Dunkley, Nursing
Kristen Eckler, Obstetrics and Gynecology Service
Theresa Egan, Bulfinch Medical Group
Stephanie Eisenstat, Medicine
Jorge Enriquez, Nutrition and Food Services
Marie Fanfan, Environmental Services
Kathleen Farmer, Cardiology Division
Alice Flaherty, Neurology
Mary Flanagan, Nursing
George Flood, North End Community Health Center
Nancy Folding, Internal Medicine
Stacy Francis, Pathology
Michael Franklin, Laboratory of Computer Science
Patricia Frederico, Research Space Management Group
Matthew Frosch, Pathology
Dai Fukumura, Radiation Oncology
Anne Fulton, Institute for Health Policy
Laurel Gardner, Nursing
Richard Gardner, Medicine
Steven Gardner, Medicine
Margaret Garvey, Nursing
Kathya Gavazzi, Nursing
Patricia Giangrande, Professional Billing Office
Kristi Gilman Pucillo, Nursing
Marie Elena Gioiella, Social Services
Lauren Glickman, Medicine
Wanda Gonzalez, Pediatric Service
Michael Grasso, Nursing
Nancy Greeley, Nursing
Nicola Gribbin, Nursing
Marion Growney, Imaging
Suzanne Guenette, Neurology
Brinda Gupta, Pediatric Service
Ibrahim Haboub, Imaging
Michael Hamblin, Dermatology
Isabel Hanekamp, Transplantation Biology Research Center
Catherine Hanley, Nutrition and Food Services
Elaine Heffernan, Charlestown HealthCare Center
Emile Hercule, Environmental Services
Mary Hernandez, Nursing
Manuel Higuera, Nursing
Christine Himawan, Cancer Center
Dina Hirshfeld-Becker, Psychiatry
Sally Hooper, Social Services
Amy Hunter, Charlestown HealthCare Center
Christine Hurley, Pediatric Service
Besnik Jajaga, Materials Management
Jolanta Jakubowska, Imaging
Mona Jeanty, Nursing
Elizabeth Johnson, Nursing
Hubert Johnson, Surgery
Marjorie Jones, Nutrition and Food Services
Leonard Kaban, Oral & Maxillofacial Surgery
Martha Kane, Psychiatry
Jing Kang, Medicine
Michael Karawski, Pharmacy
Joyce Keenan, Internal Medicine
Kelly Kehoe, Nursing
Raymond Kelleher, Neurology
Edward King, Buildings & Grounds
Linda Kradin, Revere HealthCare Center
Pierre Lafortune, Nutrition and Food Services
Charro Lafratta, Revere HealthCare Center
Sherrin Langeler, Obstetrics and Gynecology Service
Diane Lauer, Obstetrics and Gynecology Service
Benjamin Leder, Medicine
Joan Levangie, Nursing
Leonard Levine, Imaging
Raymond Levy, Psychiatry
Marisa Likhite, Obstetrics and Gynecology Service
Charles Lin, Dermatology
Jennifer Lisciotti, Nursing
Carin Liu, Nursing
Chantha Long, Interpreter Services
Aurelio Lopez, Environmental Services
Kevin Loughlin, Urology
Patricia Lowry, Nursing
Patricia Lynch, Mass General/North Shore Center for Outpatient Care
Donna Macmillan, Pathology
Michael Maglia, Professional Billing Office
Shelli Mahan, Medicine
Michael Mahony, Buildings & Grounds
Edward Marianacci, Imaging
Brenda Marshall, Anesthesia, Critical Care & Pain Medicine
Beth McCabe, Pediatric Service
Sandra Mccollin, Nursing
Talli McCormick, Medicine
Judith McCurley, Nursing
Victoria McEvoy, Pediatric Service
Goldie McField, Endocrine Unit
Mary McKinley, Nursing
Tracey McLean, Nursing
Donna Mearn, Nursing
Benjamin Medoff, Medicine
Janice Meisenhelder, MGH Institute of Health Professions
Omar Merino, Environmental Services
Ted Messemer, Nursing
Robert Michel, Nutrition and Food Services
Lawrence Miller, Medicine
Ana Miranda, Health Information Services
Robert Moir, Neurology
Carol Moore, Pediatric Service
Claire Moore, Nursing
Mary Mott, Nursing
Suzanne Nash, Pediatric Service

George Battit, MD, 50 years

Since he started as a resident in January 1959, George Battit, MD, has been an active member of the Anesthesia, Critical Care and Pain Medicine Department. He spent 20 years as the clinical director of the department and currently holds the title of vice chair-emeritus.

Dr. Battit, a graduate of Boston University School of Medicine, is an associate professor in medicine at Harvard Medical School. He was the chairman of the Operating Room Committee at MGH for 10 years and continued on as a member for an additional decade.

An active member in the New England Society of Anesthesiologists, the American Society of Anesthesiologists, the Academy of Anesthesiology, the Anesthesia History Association and the Massachusetts Society of Anesthesiologists, Dr. Battit is also on the Board of Trustees of the Boston Medical Library.

In his 50 years, Dr. Battit noted with pleasure the increased diversity of those who work at the hospital.

"MGH has gone under dramatic changes in the past century – not only in its plan, but also its philosophy of staff."

Patricia Beckles, RN, 50 years

Patricia Beckles, RN, will tell you that she officially retired from MGH in 1993 – but her love of MGH and passion for nursing have kept her coming back year after year. She continues to work per diem as an RN in the neonatal intensive care unit.

"I made a lot of friends over the years – doctors, nurses, everyone," she says. "I just feel at home when I walk in the door."

Mrs. Beckles realized she wanted to be a nurse when she was employed as a ward helper in Pediatrics here at MGH after high school. She went to nursing school and worked at the former Massachusetts Memorial Hospital for five years before returning to MGH in 1959.

During her time at MGH, Mrs. Beckles has been a part of numerous hospital committees, including those that examined how to better the patient experience. She was also part of a team that compiled a collection of employee recipes for a hospital cookbook that was published in the 1980s and sold in the gift shop.

Throughout her career, Mrs. Beckles has been involved in transporting critically ill infants to Mass General from their homes or surrounding community hospitals. She continues doing this today in her "retirement," and says she's amazed at how technology has changed in her 50 years.

"The first time I went out, we had a paper bag with a few syringes," she recalls. "Now, we go out with ventilators, monitors and other fancy equipment."

Lorraine Nazzaro, Nursing
Barbara Newhall, Research Space Management Group
Alice Newton, Pediatric Service
Nicole Nichols, Nursing
Diane Nolan, MGH Institute of Health Professions
Ruta Nonacs, Psychiatry
Mary Norato, Women's Health Associates
Marie Noseworthy, Nursing
Mireille Ntab, Case Management
Andrea Odierno, Nursing
Denise O'Halloran, Nursing
Michael O'Leary, Urology
Emily Olson, Cancer Center
Gilmore O'Neill, Neurology
Lisa O'Neill, Nursing
Mary Orencole, Cardiology Division
Bernhard Ortel, Dermatology
Sonantea Ouk, Revere HealthCare Center
Aida Oyola, Revere HealthCare Center
Michael Panzara, Neurology
Katherine Parady, Nursing
Amy Pasini, Nursing
Marianne Pastore, Nursing
Lucia Paz De Jimenez, Nursing
Melanie Pearsall, Nutrition and Food Services
Georgia Peirce, Patient Care Services
Merlin Pena, Chelsea HealthCare Center
Susan Penava, Psychiatry
Carla Peterson, Imaging
Stephanie Peterson, Nursing
May Pian-Smith, Anesthesia, Critical Care & Pain Medicine
Mercia Pinnock, Nursing
Elena Pittel, Nursing
Kathleen Pollara, Nursing
Bruce Price, Neurology
Michael Puniello, MGH Institute of Health Professions
Debra Purdy, Nursing
James Rabinov, Imaging
Edward Raeke, Materials Management
Fay Rafferty, Cancer Center
Jayaraj Rajagopal, Medicine
Mary Ritter, Imaging
Gregory Robbins, Medicine
Drucilla Roberts, Pathology
Marisol Rodriguez, Emergency Services
Rosa Rodriguez, Operating Room Administration
Jose Roman, Environmental Services
Diana Romero, Charlestown HealthCare Center
Nancy Rosa, Chelsea HealthCare Center
Jonathan Rosand, Neurology
Janice Roush, Health Information Services
Jane Russo, Bulfinch Medical Group
Susan Sabia, Patient Care Services
Fatemeh Sajedieanfard, Pathology
Mayra Santana, Chelsea HealthCare Center
Rosemary Santiago, Chelsea HealthCare Center
Sandra Santos, MGPO Finance
Kenneth Sassower, Neurology
Sandra Scaccia, Medicine
David Scott, Medicine
Sharon Scott, Social Services
Erik Shank, Anesthesia, Critical Care & Pain Medicine
Po Shao, Environmental Services
Hassan Sharif, Imaging
Robert Sheridan, Imaging
Norma Sherwood, Transplantation Biology Research Center
Mary Simonelli, Nursing
Marguerite Slasman, Public Affairs
Jordan Smoller, Psychiatry
Olga Smulders-Meyer, Medicine
Diana Soldano, Nursing
Susan Sprich, Psychiatry
Natalya Stolyarova, Pathology
Lawrence Stratton, Medicine
Kimberley Strazzullo, Nursing
Pamela Sullivan, Nursing
Tiffany Sum, Dental Group
Betilio Suncar, Nursing
Jennifer Sweet, Nursing
Debra Sybertz, Oral & Maxillofacial Surgery
Andrew Tager, Medicine
Yeshi Tamiru, Nursing
Marion Tammaro, Nursing
James Taralli, Pathology
Diane Tarantino, Bulfinch Temporary Service
Arkey Taylor, Anesthesia, Critical Care & Pain Medicine
Jose Teixeira, Obstetrics and Gynecology Service
Siew Teoh, Imaging
Rosalba Theodosiou, Health Information Services
Diane Thibault, Nursing
Jean Timouche, Environmental Services
Audrey Tolman, Psychiatry
Susan Topley, Cancer Center
Kelly Trecartin, Cardiology Division
Virgen Troche, Case Management
Hensin Tsao, Dermatology
John Twomey, MGH Institute of Health Professions
Elizabeth VanCott, Pathology
Dulce Veiga, Health Information Services
Kirstin Wadewitz, Pharmacy
Musu Wahkor, Nursing
Alison Walsh, Nursing
Sarah Ward, MGH Institute of Health Professions
Billie Jo Watson, Nursing
Rose Watson, Mass General/North Shore Center for Outpatient Care
Corrine Welt, Medicine
Paul Wernig, Nursing
Kristin White, Dermatology
Gianna Wilkins, Professional Billing Office
Pearl Williams-Henderson, Nursing
Jean Williamson, Cardiology Division
Susan Willson, Nursing
Vivine Wilson, Nursing
Alan Witkower, Psychiatry
Brenda Woodbury, North End Community Health Center
Yongguang Yang, Surgery
Rafael Zabala, Imaging
Fredda Zuckerman, Social Services

For Ten Years

Van Abreu, Nursing
Marylyn Addo, Medicine
Anjani Agarwala, Bulfinch Temporary Service
Adalgisa Aguasvivas, Parking & Commuter Services
Michael Agus, Pediatric Service
Pascale Alcindor, Nursing
Leslie Aldrich, Center for Community Health Improvement
Michael Allard, Development
Carmen Allen, Nutrition and Food Services
Marcus Altfeld, Medicine
Allan Amameda, Nursing
Anthony Amato, Neurology
Lisa Anahory, Nursing
Erika Anderson, Professional Billing Office
Joaquim Andrade, Environmental Services

Carl Andrews, Laboratory of Computer Science
Lorena Angel-Martinez, Pathology
Milissa Annello, Nursing
Efstathios Antoniades, Medicine
Tanya John Aray, Pharmacy
Giuliana Arcovio, Imaging
Michael Aronoff, Medicine
Margaret Arsenault, Case Management
Maggie Ashby, Nursing
Eyal Attar, Medicine
Jean Augustinack, Imaging
Margaret Ayer, MGPO Finance
Ivy Babbitt, Neuroendocrine
Rose Bagley, Professional Billing Office
Lauren Baino, Allergy Associates
Theresa Baker, Nursing
Nancy Balch, Pharmacy
Patricia Ballas, MassGeneral Hospital *for* Children
Jonathan Banks, Pharmacy
Maria Barbosa, Environmental Services
Joyce Barkin, Internal Medicine
Kristin Baronas, Nursing
James Barone, Nursing
Karen Barry, MassGeneral Hospital *for* Children
Paul Bartush, Volunteer Department, Medical Interpreter Services, Information Associate Services & LVC Retail Shops
Shelly Bazes-Bard, Performance Analysis and Improvement
Kathryn Beauchamp, Nursing
Stacey Beganny, Pathology
Robert Bent, Parking & Commuter Services
Amy Bertino, Medicine
Lars Bertram, Neurology
Mary Billingham, Nursing
Caroline Birks, Medicine
Shana Birnbaum, Medicine
Steven Bittel, Neurology
Edward Bittner, Anesthesia, Critical Care & Pain Medicine
Lloyd Black, Materials Management
Carol Blanchard, Nursing
Patricia Bloom, Imaging
Kendra Blue, Nursing
Kenneth Botticelli, Pathology
Barry Boudreau, Police & Security
Brenna Bounds, Medicine
Maria Brandao, Nursing
Kelly-Ann Brathwaite, Nursing
Michael Bromley, Psychiatry
Carmen Brown, Pathology
Erlene Brown, Nursing
Stephen Brown, Imaging
Lorraine Bruno, Professional Billing Office
Shana Bryant, Cardiology Division
Mark Buckley, Admitting Services
Nancy Buckley, Information Associates
Larry Burke, Materials Management
Anjum Butte, Medicine
Jeanette Callahan, Pediatric Service
Sandra Callejas, Environmental Services
Janet Cameron, Admitting Services
Gabriele Campanella, Medicine
Clovene Campbell, Pediatric Service
Rebecca Campen, Dermatology
Diane Capen, Anesthesia, Critical Care & Pain Medicine
Sandra Capone, Chelsea HealthCare Center
Angela Carangelo, North End Community Health Center
Kathleen Carr, Nursing
Cristin Carroll, Nursing
Lisa Carter, Nursing
Coleen Caster, Nursing
Corinne Cather, Psychiatry
Janice Cauchon, Transportation Services
Rona Cavallaro, Vascular Surgery
Jennifer Centola, Nursing
Mariolga Cepeda Lopez, Mass General/North Shore Center for Outpatient Care
Bonnie Chabra, MGPO Finance/Compliance
Unseul Charles, Environmental Services
Lynn Chartier, Imaging
George Chen, Radiation Oncology
King Chen, Environmental Services
Teresa Chen, Surgery
Yong Chen, Surgery
Zakia Chennane-El Idrissi, Nursing
Chi- Yun Chou, Respiratory Care Services
Marie Claude, Celestin Nursing
Timothy Clifford, North End Community Health Center
Ketta Clodomir, Emergency Services
John Patrick Co, Pediatric Service
John Coen, Radiation Oncology
Alberto Coll, Cardiology Division
Shirley Coll, Pathology
Hector Colon, Cardiology Division
Sonia Colon, Nursing
Richard Colvin, Medicine
Emilia Comerford, Nursing
Christina Connors, Nursing
Cynthia Cooper, Medicine
Lynne Cooper, Nursing
Richard Copithorne, Transportation Services
Jo-Ann Correia, Respiratory Care Services
Maria Cortes, Neurology
Katherine Cosgrove, Nursing
Edna Cosme, Nutrition and Food Services
Robert Cotter, Police & Security
Maria Couto, Surgery
Sayoko Crabtree, Bulfinch Temporary Service
Margaret Cramer, Psychiatry
Claire Cronin, Radiation Oncology
Jenni Crow, Infectious Disease Unit
Cheryl Crowley, Neurology
Clement Crowley, Neurology
Joseph Crowley, Police & Security
Rosemary Crowley, MGH Everett Family Care
Sandra Crump, Psychiatry
Evelyn Cruz, Mass General/North Shore Center for Outpatient Care
Ralph Cruz, Bulfinch Temporary Service
Suzanne Curley, Physical and Occupational Therapy Services
Hildreth Curran, Endocrine Unit
Robert Curry, Police & Security
Carla Dale, Pharmacy
Joan Daly, Nursing
John Daly Jr., Buildings & Grounds
Nhan Dao, Operating Room Administration
Lindsay Davidson, MassGeneral Hospital *for* Children
Kara Davis, Nursing
Rosa Davis, Obstetrics and Gynecology Service
Sheila Davis, MGH Institute of Health Professions
Deborah D'Avolio, Nursing
Mary Day, Surgery
Maria De pina, Center for Comparative Medicine
Cheryl Delaney, Nursing
Nicholas Dellorusso, Oral & Maxillofacial Surgery
Myrtho Delsoin, Mass General Medical Group
Anette Delus, Environmental Services
Rosilda Depina, Nursing
Vania Depina, Nursing
Brian Deschenes, Police & Security
Claudia Dias, Chelsea HealthCare Center
Lauren Dias, Medicine
Ruben Diaz, Imaging

G. Richard Dickersin, MD, 50 years

G. Richard Dickersin, MD, started his MGH career as a resident in Pathology and has been affiliated with the hospital ever since, both as a clinician and an instructor at Harvard Medical School. After receiving his undergraduate degree at Johns Hopkins University and his master's from the University of Chicago, Dr. Dickersin attended medical school at the Jefferson Medical College in Philadelphia.

Dr. Dickersin says he's never regretted accepting a position at MGH, even when some of medicine's other big names came calling. "The MGH didn't only get referred pathology cases from smaller hospitals like many other teaching hospitals, but rather the hospital received patients right off the street, which provided many unique experiences and made the hospital special." At the MGH, Dr. Dickersin says he believes he has been able to see just about every pathology case possible – something that has kept his work interesting for all 50 years.

From 1959 to 1971, Dr. Dickerson has head of the Department of Pathology at Brockton Hospital, and he currently serves as head of the Diagnostic Electron Microscopy Unit here at MGH, a position he has held since 1979. He has also been part of the Pathology Resident Selection Committee at MGH since 1994 and serves as a coordinator and preceptor for medical student fellows and clerks in Pathology.

Murray Janower, MD, 50 years

After completing an internship at Philadelphia General Hospital, Murry Janower, MD, came to MGH as a radiology resident in 1959. After one year, Dr. Janower took a position with the U.S. Public Health Service Bureau of Radiological Health, where he established the entity's research laboratory and authored his first textbook, Technological Needs for Reduction of Patient Dosage from Diagnostic Radiology. He returned to MGH and resumed his residency, also taking on the role of assistant professor of Radiology at Harvard Medical School.

In 1971, Dr. Janower was appointed the first official director of the residency program at MGH. Soon after, he became chairman of the Department of Radiology at St. Vincent Hospital where he established a residency program. He has been a professor of Radiology at the University of Massachusetts Medical School in Worcester since 1977. He continues to practice part time today.

During his career, Dr. Janower has authored nearly 100 journal articles. He was the 2000 recipient of the American College of Radiology's Gold Medal award and in 2009, the Association of Program Directors in Radiology gave him its Achievement Award for his dedication to the organization and the profession.

Dr. Janower says his experiences at MGH have opened many doors for him along the way. "It was one of the greatest experiences of my life," he says. "I owe a great debt to the department and the many clinicians I dealt with who were great teachers."

Salvador Diaz, Professional Billing Office
Anand Dighe, Pathology
Daniel Dimeglio, Buildings & Grounds
Huong Dinh, Bulfinch Medical Group
Irina Dobrusin, Pathology
Amy Doherty, Cardiology Division
Bradford Doherty, Pathology
Christine Doherty, Revere HealthCare Center
Lena Dohlman, Anesthesia, Critical Care & Pain Medicine
Christine Donaghey, Cardiac Surgery
Beth Donnelly, Nursing
John Doole, Pharmacy
Christina Dording, Psychiatry
Joan Dow, Imaging
Ann Dube, Nursing
Ann-Marie K. Duffy-Keane, Community Health Associates
Colleen Dunbar, Nursing
Manh Duong, Health Information Services
Dawn Duquette, Professional Billing Office
Carlos Duran, Pediatric Service
Teague Dyer, Police & Security
Douglas Eames, Police & Security
Sharon Ebrecht, Professional Billing Office
Keisha Eddy, Anesthesia, Critical Care & Pain Medicine
Joseph El-Khoury, Medicine
Karen Elmessadi, Center for Computational & Integrative Biology
Khalil Elrayah, Interpreter Services
Nadia El-Shihibi, Nursing
Areti Emond, Cardiac Surgery
Ivelissa Escalera, Interpreter Services
Janice Espinola, Emergency Services
Atlas Evans, MGH Institute of Health Professions
Laura Fagioli-Petrillo, Psychiatry
Laurie Farrell, Rheumatology, Allergy and Immunology Division
Maria Fernandes, Environmental Services
Maria Fernandez, Center for Comparative Medicine
Panagiotis Fidias, Medicine
David Finn, Medicine
Patricia Finneran, Vascular Surgery
Michael Fitzgerald, Medicine
Cynthia Fletcher, Neurology
Thomas Flynn, Oral & Maxillofacial Surgery
Corinne Fogarty, Nursing
Euclides Fonseca, Environmental Services
Jane Fontana, Case Management
Ernesto Fossas, Environmental Services
Frances Foster, Bulfinch Medical Group
Mertel Francis, Nursing
Marie Franklin, Nursing
Priscilla Frappier, MassGeneral Hospital *for* Children
Susan Freedman, Health Information Services
John Freeman, Radiation Oncology
Tracey Freeman, Nursing
Oliver Freudenreich, Psychiatry
Patricia Frustaglia, Operating Room Administration
Doris Gagne, Pathology
Martha Gallagher Anesthesia, Critical Care & Pain Medicine
Ashburton Garvin, Operating Room Administration
Alemnesh Gebre, Nutrition and Food Services
Marie Gelin, Cancer Center
Patricia Gentile, Nursing
Moira Gerrish, Nursing
Merlin Gervais, Nursing
Tewfik Ghattas, Medicine
Fiona Gibbons, Medicine
Carmella Gibson, Professional Billing Office
Mary Gilbert, Nursing
Bonnie Godas, Photography
Nelson Goes, Medicine
Susan Goguen, Nursing
Marcia Goldberg, Medicine
Rany Goncalves, Nursing
Yesenia Gonzalez, Dermatology
Deborah Goodman, Admitting Services
Krista Goodwin, Surgery
James Gordon, Emergency Services
Susan Gordon, Nursing
Francesca Gori, Medicine
Leslie Gould, Gastrointestinal Unit
Kathleen Grace, Case Management
Lisa Grafton, Nursing
Erin Graves, Nursing
Carmen Gray, Medicine
Deborah Greenberg, Nursing
Christine Greenwood, Case Management
Casey Grice, Medicine
David Griggs, Pathology
Krystyna Grochowska, Nursing
Sandra Gruca, Nursing
Stephanie Guerriero, Mass General/North Shore Center for Outpatient Care
Alexander Guimaraes, Imaging
Emily Guimaraes, Anesthesia, Critical Care & Pain Medicine
Kathleen Habeeb, Nursing
Theresa Hadlock, Surgery
Khaleda Haider, Cancer Center
Andrea Haney, Bulfinch Temporary Service
Kathleen Hansis, Thyroid
Norman Harris, Emergency Services
Kristin Haskell, Nursing
Catherine Hatley, Imaging
Breda Healy, Nursing
James Heavey, Operating Room Administration
James Heckman, Orthopædics
Rebecca Heist, Medicine
Anna Helgason, Medicine
Kelly Hennigan, Psychiatry
Melissa Herman, Orthopædics
Robert Herman, Cancer Center
Alvaro Hernandez Jr., Radiation Oncology
Paul Hesterberg, Medicine
La'Dawn Hicks-Breneus, Admitting Services
Helen Ann Higgins, Nursing
Wanda Higgins, Cardiology Division
Ephraim Hochberg, Medicine
Steven Hodge, Imaging
Kay Hogle, Pathology
Barbara Holbert, Medicine
Beatric Holling-Porreca, MGH Everett Family Care
Leigh Horne-Mebel, Social Services
Gletter Hughes, Nursing
Kathleen Hui, Imaging
Deborah Hung, Molecular Biology
Amy Hurley, Development
Kenneth Huttner, Pediatric Service
Marisa Iacomini, Social Services
Frances Iannazzo, Professional Billing Office
Cazimir Inginac, Materials Management
Kelly Jackson, Nursing
Matthew Jackson, Oral & Maxillofacial Surgery
Farouc Jaffer, Medicine
Marcia James, Imaging
John Jansen, Nursing
Jorge Jaramillo, Environmental Services
Beatrice Jean Louis, Internal Medicine
Nicole Jeanty, Cancer Center
Linda Jeffrey, Revere HealthCare Center

Sheila Jewett, Chelsea HealthCare Center
Gwendolyn Jones, Nursing
Myriam Jones, Orthopædics
Lalit Joshi, Pharmacy
Richard Joyce, Professional Billing Office
David Judge, Medicine
Christopher Kabrhel, Emergency Services
Elizabeth Kaplan, Medicine
Susan Kappler, MassGeneral Hospital *for* Children
Kathleen Kelly, Women's Health Associates
Nancy Kelly, Nursing
Elizabeth Kennedy, Cancer Center
Rosemary Kennedy, Medicine
Samia Khoury, Neurology
Dennis Kim, Medicine
Pauline King, Health Information Services
Melissa Knight, Surgery
Jian Kong, Psychiatry
Deanna Kovalski, Nursing
Elaine Kreconus, Cancer Center
Joanna Kropiewnicka, Nursing
Jong Kung, Radiation Oncology
Eunice Kwak, Medicine
Darline Lafortune, Anesthesia, Critical Care & Pain Medicine
Erica Lakin, Pharmacy
Ana Lamiche, MassGeneral Hospital *for* Children
Renee Langton, Emergency Services
Maureen Larkin, Professional Billing Office
Yolanda LaRose, Professional Billing Office
Kathleen Larrivee, The Knight Nursing Center for Clinical and Professional Development
Natasha Lasko, Psychiatry
Georg Lauer, Medicine
Joel Laurore, Parking & Commuter Services
Suy-Sinh Law, Physical and Occupational Therapy Services
Christine Lawless, Transplant Surgery
Noreen Leahy, Cancer Center
Robert Leahy, Police & Security
John Lee, Environmental Services
Kathryn Leffers, Obstetrics and Gynecology Service
Gema Lehrer, Nursing
Paula Lentini, Revere HealthCare Center
Donna Leone, MGH Everett Family Care
Nancy Leventhal, Social Services
Elyse Levin-Russman, Social Services
Paul Levins, Dermatology
Elizabeth Lewandrowski, Pathology
Gregory Lewis, Medicine
Richard Lewis, Neurology
Sanon Lezeau, Center for Comparative Medicine
Rosa Li, Nutrition and Food Services
Christine Lonano, MGPO Administration
Ralph Lopes Jr., Parking & Commuter Services
Robert Loring, Pathology
Margaret Loureiro, Physical and Occupational Therapy Services
Barbara Lowe, Pathology
Zhigang Lu, Medicine
Diane Lucente, Center for Human Genetic Research
Lisa Lyle, Dental Group
Barbara Lyman, MGPO Finance
Kathryn Lynch, MGH Institute of Health Professions
Charles Lyons, Reproductive Endocrinology
Laura MacMillan, Nursing
Andrea Maffeo, Mass General West
Christine Maggio, Nursing
Suzanne Magri, Nursing
Matthew Mahon, Medicine
Karen Malikowski, Cancer Center
Souad Mamdouh, Nursing
Celina Mankey, Medicine
Jianren Mao, Anesthesia, Critical Care & Pain Medicine
Eileen Marden, Nursing
Erin Marino, Nursing
Joseph Markiewicz, Registration & Referral Center
Michael Marley, Respiratory Care Services
Katherine Martien, Pediatric Service
Kathleen Martin, Nursing
Celeste Martinez, Environmental Services
Sandra Martinez, Nutrition and Food Services
Christine Marujo, Nursing
Avinash Masih, MassGeneral Hospital *for* Children
Kathyanne Mason, Professional Billing Office
Robyn Mason, Imaging
Sandra Massalski, MassGeneral Hospital *for* Children
Steve Massaquoi, Neurology
Carol Mastromauro, Psychiatry
Jennifer Mathisen, Nursing
Laura Matson, Cancer Center
Eugene Maynard, Respiratory Care Services
Yolanda Mays, Pathology
Megan Mazokopos, Nursing
Bernice Maurina McField-Avila, Institute for Health Policy
Maureen McCarthy, Psychiatry
Lisa Mcdonald, Case Management
Lisa McDonald, Nursing
Kerry McDonough, Nursing
Valerie Mceachern, Professional Billing Office
Michelle Mcgaffigan, Nursing
Joanne McGroarty, Nursing
Kelly McKennedy, Nursing
Christine McKinnon, North End Community Health Center
Catherine McLean, Registration & Referral Center
Leandra Mclean, Nursing
Mildred Mcmahon, Nursing
June McMorrow, Nursing
Patricia McNamara, Psychiatry
Grace Mcnulty, Nursing
Hector Melendez, Environmental Services
Jody Melone, Nutrition and Food Services
Tigist Mesele, Parking & Commuter Services
Michael Meuth, Medicine
Abderrahim Mghizou, Anesthesia, Critical Care & Pain Medicine
Eric Mick, Psychiatry
David Milan, Medicine
Brian Minich, Imaging
Madhusmita Misra, Pediatric Service
Constance Mitchell, Cardiology Division
Keri Mocanu, Nursing
Norma Mojica, Revere HealthCare Center
Renee Monfiston, Nursing

Robert Lees, MD, 50 years

In his 50 years of medical practice, Robert Lees, MD, has been instrumental in discovering the process and prevention of atherosclerosis – or the collecting of build up and hardening of the arteries. After graduating from Harvard Medical School in 1959, Dr. Lees started his career as a surgical intern at Mass General, but soon after switched his focus to medicine and joined the newly-re-established Atherosclerosis unit at MGH, where he devised a system to distinguish whether a patient's hyperlipidemia was the result of genetics or lifestyle.

This was the first of many discoveries by Dr. Lees, who worked at the National Heart Hospital in London before returning to the states in 1963 to work at the National Heart Institute at the NIH. In the early 1970s, Dr. Lees was part of a team that established the Non-Invasive Diagnostic Lab at MGH, which introduced the use of echocardiography as a cardiac diagnostic tool. In 1985, Dr. Lees founded the Boston Heart Foundation (BHF), a non-profit cardiovascular research and outpatient organization. In 1991 The BHF became an operating entity in Kendall Square, Cambridge.

A lengthy basic research project on how LDL is bound in atherosclerotic lesions was started at MIT in the early 1980s by Dr. Lees, his wife, Dr. Ann Lees, and other collaborators. The initial clinical research for the project was carried out at the MGH. The project culminated in 2005 with the publication of a paper that describes a previously unknown protein, "atherin" expressed in atherosclerotic lesions but not in normal arteries.

Dr. Robert Lees retired from clinical practice and research in 2005. A start-up company is continuing to investigate atherin and hopes eventually to find molecules that will inhibit binding between atherin and LDL, preventing the development of atherosclerotic plaques.

Herbert Levine, MD, 50 years

Herbert Levine, MD, began his career at MGH in 1959 as a supervisor in the Department of Psychiatry.

After serving in World War II, Dr. Levine returned to the States and enrolled in the University of Buffalo (NY) Medical School, from which he graduated in 1949. He did two years of residency at the Menninger School of Psychiatry in Topeka, KS, before moving to the Cushing Veterans Administration Hospital in Framingham for his final year. He worked for several years at the Boston VA Outpatient Clinic before coming to MGH.

Looking back on his years at MGH, Dr. Levine remembers evolving from a young, raw doctor with limited supervisory experience to teacher who was able to show medical students what was important to learn and why.

Still in limited practice, Dr. Levine is an avid reader. Though he wouldn't call himself a collector, he says he's accumulated thousands. "Reading has always been something I enjoy," he says. "I'm an old librarian. I helped put myself through college at Tufts by working at the Boston Public Library."

Maria Monteiro Pires, Center for Comparative Medicine
Aaron Moore, Physical and Occupational Therapy Services
Christopher Moore, Imaging
Denise Morelli, Nursing
Orlando Moreno, Transplantation Biology Research Center
Mary Morris, Nursing
Paula Morrison, Nursing
Christopher Morse, Surgery
Ann Mottola, Pathology
Catherine Mullaly, Anesthesia, Critical Care & Pain Medicine
Kristina Mullin-Henehan, Neurology
Gary Mulrey, Materials Management
Anne Murphy, North End Community Health Center
Tina Murphy, Nursing
Gina Murray, Chaplaincy
Michelle Murray, Nursing
Guido Musch, Anesthesia, Critical Care & Pain Medicine
Alona Muzikansky, Biostatistics Center
Anesu Muzorewa, Nursing
Eleftherios Mylonakis, Medicine
Beth Nagle, The Institute for Patient Care
Erik Nansel, Respiratory Care Services
Marie Napolitano, Surgery
Mary Neagle, Case Management
Ivelisse Nelson, Center for Regenerative Medicine & Technology
Miriam Nelson-Oliver, Revere HealthCare Center
Ondina Neves, Obstetrics and Gynecology Service
John Newell, Bulfinch Temporary Service
Cuc Nguyen, Cutaneous Biology Research Center
Hiep Nguyen, Pathology
Quang Nguyen, Transportation Services
Trinh Nguyen, Dermatology
Michael Nichols, Nursing
Zoe Nickolas, Nursing
Vicki Noble, Emergency Services
Lee Nodine, MGPO Finance
Raul Nogueira, Imaging
Blanca Nolan, Operating Room Administration
Barbara Nowik, Imaging
Danuza Nunn, Speech, Language & Swallowing Disorders
William O'Donovan, Imaging
Laura Ojastro, Pharmacy
Jose Oliva, Nutrition and Food Services
Lorna Overton, MGPO Finance
Lisette Packer, Nursing
Gianni Pagliocco, Mass General/North Shore Center for Outpatient Care
Juana Palacios, Environmental Services
Juan Pallais, Medicine
Marcia Palmer Daye, Nursing
George Papakostas, Psychiatry
George Papaliodis, Medicine
Jennifer Park, Psychiatry
Diane Parris, MGH Institute of Health Professions
Louis Pasquale, Surgery
Mukesh Patel, Pathology
Carolyn Paul, Treadwell Library
David Peak, Emergency Services
Kathleen Peckham, Primary Care Administration
Giuseppe Peretti, Orthopædics
Francisco Perez, Parking & Commuter Services
Kelly Perfetti, Nursing
Robert Perry, Police & Security
Jacquelyn Peters, Nursing
Timothy Petersen, Psychiatry
Achille Petrillo, Transplantation Biology Research Center
Alex Petruska Jr., Physical and Occupational Therapy Services
Laurie Pidgeon, Nursing
Sandra Pierre, Orthopædics
Anthony Pight, Pharmacy
Burt Pina, Imaging
Maria Pina, Nursing
Elvira Pinjic, MassGeneral Hospital *for* Children
Egidio Pires, Nursing
Lourenca Pires, Nursing
Maria Pires, Nursing
William Pirl, Psychiatry
Michael Piro, Professional Billing Office
Farouk Pirzada, Medicine
Scott Plotkin, Neurology
Jennifer Podesky, Physical and Occupational Therapy Services
Joseph Poirier, Parking & Commuter Services
Gary Polykoff, Anesthesia, Critical Care & Pain Medicine
Eugene Pomerantsev, Medicine
Irina Pomerantseva, Cardiology Division
Claudio Pontoriero, Pharmacy
Obed Posada, Transplantation Biology Research Center
Joseph Powers, Psychiatry
Decima Prescott, Nursing
Victor Presto, Nursing
Christine Primiano, Ambulatory Consultation Service
Brenda Pritchard, Nursing
Zheng-Hong Qin, Neurology
Jian Qiu, Neurology
James Qualters, Buildings & Grounds
Bernadette Quigley, Nursing
Michael Quinn, Nursing
James Quirk, Parking & Commuter Services
Lawrence Quirk, Imaging
Anpuchchelvi Rajadurai, Wellman Center for Photomedicine
Colleen Ralston, Pharmacy
Darlene Ramos, Medicine
Michelle Ramos, Revere HealthCare Center
Malay Raychowdhury, Medicine
Margalie Raymond, Nursing
Arnel Reyes, Pharmacy
Garrick Richardson, Parking & Commuter Services
Mary Riley, Mass General/North Shore Center for Outpatient Care
Patricia Riley, Cardiology Division
Theresa Riley, Nursing
Charlene Rio, Mass General/North Shore Center for Outpatient Care
Kettly Riobe, Pathology
Penelope Roberts, Obstetrics and Gynecology Service
Julie Robinson, Nursing
Paulette Robinson Morrison, Nursing
James Rocco, Surgery
Joseph Roche, Nursing
Christine Rockett, Respiratory Care Services
Dawn Roderiques, Imaging
Bronlette Rodrigues-Da Rosa, Environmental Services
Jack Rogers, Psychiatry
Javier Romero, Imaging
Darren Rosenberg, Physical Medicine & Rehabilitation
Ruth Rossi, Obstetrics and Gynecology Service
David Rowe, Pathology
Bernadette Ruchwa, Imaging
Carolyn Rudolph, Registration & Referral Center
Erin Ryan, Pathology
June Ryan, Primary Care Administration
Dushyant Sahani, Imaging
Denise Saia, Nursing

Tarek Samad, Anesthesia, Critical Care & Pain Medicine
Diane Sands, Case Management
Vernice Santiago, Chelsea HealthCare Center
Surajit Sarkar, Radiation Oncology
Beth Savage, Nursing
David Savage, Environmental Services
Denise Sawicki, Emergency Services
Amy Sbrolla, Infectious Disease Unit
Kenneth Scheer, Center for Quality and Safety
Richard Schiarizzi, Buildings & Grounds
Catherine Schiavo-White, Orthopædics
David Scholl, Nursing
Jan Schroedel, Social Services
Shannon Scott-Vernaglia, Pediatric Service
John Seavitt, Dermatology
Dolores Seay, Bulfinch Temporary Service
Eloisa Sequeira, Nursing
Nancy Serrell, Medicine
Margaret Settle, Nursing
Nettie Shaddock, Nursing
Jeffry Shaefer, Oral & Maxillofacial Surgery
Patricia Shannon, Treadwell Library
Nutan Sharma, Neurology
Alice Shaw, Medicine
David Shaywitz, Medicine
Rosemary Sheehan, Professional Billing Office
Susan Sheehan, Cancer Center
Eric Sheff, Cardiology Division
Masako Shimada, Medicine
Milen Shishkov, Wellman Center for Photomedicine
Frederick Sillman, Obstetrics and Gynecology Service
Maria Silva, Environmental Services
Sally Siu, Nursing
Diane Smith, Cancer Center
Jeanne Smith, Nursing
Ewa Smoczkiewicz, Pediatric Service
Kirsten Smylla, Imaging
Claudio Soares, Psychiatry
Catherine Solan, Imaging
Moenes Soliman, International Patient Center
Samir Soliman, Nursing
Margaret Soriano, Nursing
Janet Spiriti, Chelsea HealthCare Center
Sophia Spracklin, Neurology
Gaitree Srinarain-Powell, Pulmonary
Fernande St. Ville, Nursing
Eleni Stamoulis, Radiation Oncology
Robert Staszewski, Dermatology
David Stevens, Professional Billing Office
Susan Stevens, MGH Institute of Health Professions
Elisabeth Stieb, MassGeneral Hospital *for* Children
Eric Stone, Cardiology Division
Kelly Strassburger, Nursing
Lynne Stubblefield, Surgery
Denise Studley, Nursing
Maura Sullivan-Borah, Nursing
Frantz Sully, Nutrition and Food Services
Christine Swanson, Imaging
Karen Szczesiul, Nursing
James Takayesu, Emergency Services
Yanhua Tang, Infectious Disease Unit
Cigdem Tanrikut, Urology
Samuel Tavares, Center for Comparative Medicine
Ahmed Tawakol, Medicine
Carol Taylor, Development
Carol Taylor, Revere HealthCare Center
Wendy Taylor, Pathology
Frantz Teleau, Bulfinch Temporary Service
Guillaume Tena, Molecular Biology
Dawn Tenney, Patient Care Services
Kristie Thibault, Professional Billing Office
Cynthia Thibodeau, Physical and Occupational Therapy Services
Charles Thigpen, Environmental Services
Michael Thiim, Medicine
Matthew Thomas, Police & Security
Robert Thomas, Imaging
Suzette Thronson, Nursing
Marcia Timothy, Nursing
Madeline Torres, MGPO Finance/Compliance
Souad Touhamikadiri, Environmental Services
Lisa Townsend, Neurology
Lisa Tracey, Cardiology Division
Quan Tran, Professional Billing Office
Thuy Tran, Pathology
Towanda Travis, Parking & Commuter Services
Deirdre Tripoli, Imaging
Heather Troiano, Nursing
Neville Trotman, Nutrition and Food Services
Joy Turcotte, Nursing
Kristen Vacanti, Nursing
Susan Vakili, Imaging
Wendy Valdez-Pina, Physical and Occupational Therapy Services
Yvena Valery, Nursing
Dianne Valko, North End Community Health Center
Andre van der Kouwe, Imaging
Shellie Varano, Nursing
Belmira Vaz, Nursing
Wanda Vega, Institute for Health Policy
Maryellen Velosa, Professional Billing Office
Mary Veneto, MassGeneral Hospital *for* Children
Audrey Vilarson, Nutrition and Food Services
Nido Villanueva, Materials Management
Alfonso Viscomi, Materials Management
Mark Vrahas, Orthopædics
Carol Waldmann, Medicine
Lorrie Walker, MGH Institute of Health Professions
Vernon Waller, Materials Management
Stacey Walsh, Nursing
Yumei Wang, Imaging
Eric Weil, Medicine
Sheri Weintraub, Radiation Oncology
Michele Weiser, Orthopædics
Michael Whalen, Pediatric Service
Annie White, Bulfinch Temporary Service
Jane White-App, Nursing
Elizabeth Whitney, MGH Institute of Health Professions
Richard Wiklund, Anesthesia, Critical Care & Pain Medicine
Leslie Will, Oral & Maxillofacial Surgery
Jodi Williams, Professional Billing Office
Kenneth Williams, Professional Billing Office
Lloyd Williams, Nursing
Karen Willis, Nursing
Yaffa Willner, Gastrointestinal Unit
James Winter, Transplantation Biology Research Center
Louise Womack, Psychiatry
Kerri Woods, Nursing
Christopher Wright, Psychiatry
Gwendolyn Wright, Professional Billing Office

John B. Little, MD, 50 years

After graduating from Boston University Medical School, interning at Johns Hopkins Hospital and serving two years in the U.S. Army, John B. Little, MD, came to MGH as a Radiology resident in 1959.

After completing his residency and serving as a clinical associate in Radiology, Dr. Little was appointed a consultant in Radiology in 1965 – a position he still holds today.

Dr. Little switched his focus from clinical work to teaching and research in 1963, when he accepted a position at the Harvard School of Public Health, teaching and researching radiobiology. He was named full professor in 1975 and served as chairman of the school's Department of Physiology from 1980 to 1983.

He directed the Kresge Center for Environmental Health at Harvard University from 1982 to 1998 and served as chairman of the Department of Cancer Cell Biology at the Harvard School of Public Health from 1997-2001. He was awarded the Outstanding Investigator Grant by the National Cancer Institute from 1988 to 2000.

From 1997 to 2006, Dr. Little served as director of the John B. Little Center for Radiation Sciences and Environmental Health at the Harvard School of Public Health, named in his honor.

Dr. Little says MGH is one of the greatest hospitals in the United States, something he has witnessed throughout his medical career – both here at MGH and elsewhere. "I was always amused that when I was at Hopkins – they think they are pretty good – but only two hospitals come up when you talk about quality: Grady Health System in Atlanta, and MGH here in Boston."

J. Henry Stempien, DMD, 50 years

J. Henry Stempien, DMD, began his career at MGH as an intern in 1959-60 and followed with residency in 1960-61. He graduated from Harvard School of Dental Medicine in 1958 and spent one year doing research at Harvard School of Dental Medicine.

He was appointed to the staff at MGH as a dental surgeon from 1963-1968, after which time he then became a visiting Oral and Maxillofacial Surgeon, spending time teaching interns and residents.

Dr. Stempien was appointed as chief of Oral Surgery at Newton-Wellesley Hospital in 1968 and continued in that role until 2000. He was also chief of the Dental Division of the Braintree office of Harvard Vanguard Medical Associates until 2001.

While an intern at MGH, he associated with Dr. Walter Guralnick, past chief of Oral and Maxillofacial Surgery. He was also associated in private practice with Dr. Guralnick and Dr. Earle Rosenberg for many years.

"MGH has always been important to be in that it molded me for my life as an oral surgeon," he says.

Jenai Wu, Psychiatry
Jing-Wei Xiong, Medicine
Jose Yanes, Nutrition and Food Services
Beow Yeap, Medicine
Yi Yin, Molecular Biology
Torunn Yock, Radiation Oncology
Tricia Young-Shaw, Oral & Maxillofacial Surgery
Mary Zambory, Nursing
Quan Zhang, Psychiatry
Yunli Zhou, Medicine
Tanya Zinkus, Medicine
Kayla Zomlefer, Medicine
Sara Zullo, Nursing
Michael Zwirblia, Imaging

For Five Years

Lauren Abbate, Medicine
Charlene Abbott, Professional Billing Office
Essmaeel Abdel-Dayem, Imaging
Falilatu Abiodun, Back Bay Health Center
Hani Abujudeh, Imaging
Thomas Ackerman, Information Associates
Jillian Adams, Radiation Oncology
Stephen Adlard, Nursing
Salim Afshar, Oral & Maxillofacial Surgery
Aalok Agarwala, Anesthesia, Critical Care & Pain Medicine
Mohammedi Ahmed, Nursing
Joanna Akladiss, Physical and Occupational Therapy Services
Ammar Al-Chalabi, Neurology
Tyrone Alcorn Jr., Bulfinch Temporary Service
Amal Ali, Community Health Associates
Joyce Allen, Nursing
Suzanne Alston, MGH Institute of Health Professions
Katherine Altshul, Pediatric Service
Yesenia Alvarado, Professional Billing Office
Rubenia Alvarez, Environmental Services
Manuel Alves, Environmental Services
Norma Amaro, Chelsea HealthCare Center
Vichai Amonsuthum, Materials Management
Crystal Amoroso, Cancer Center
Susan Anderson, Nursing
Karin Andersson, Medicine
Maria Andrade, Admitting Services
Patricia Andres, Neurology
Monserrat Anguera, Molecular Biology
Joseph Antonowicz, Nursing
Sheela Antony, Dental Group
Tracey Aponte, Information Associates
Barbara Appel, Obstetrics and Gynecology Service
Andrea Aquino, Imaging
Antonis Armoundas, Medicine
Silva Arstamyan, North End Community Health Center
Norah Ash, Nursing
Renold Audate, Imaging
Ginette Audette, Obstetrics and Gynecology Service
Crystal Augusta, Cardiology Division
Celaine Augustin, Women's Health Associates
Marie Augustin Nicolas, Nursing
Pavan Auluck, Pathology
Kaydine Austin, Nutrition and Food Services
Berta Avila, Professional Billing Office
Kristin Baetzel, Imaging
James Baglio, Imaging
Jihong Bai, Molecular Biology
Allison Bailey, Physical Medicine & Rehabilitation
Fiona Bailey, Professional Billing Office
Ruth Baker, Nursing
Stephanie Ball, Nursing
Johnye Ballenger, Pediatric Service
Zubin Bamboat, Surgery
Tity Bangura, Nursing
Giuseppe Barbesino, Medicine
Barbara Barchard, Nursing
Amy Barczak, Medicine
Victoria Baron, Pathology
Lee Barrett, Anesthesia, Critical Care & Pain Medicine
Melissa Barrett, Nursing
Raul Barrios, Environmental Services
Osvaldo Barros, Center for Comparative Medicine
Ronald Bartow, Imaging
Christiano Batista, Nutrition and Food Services
Monica Beato-Howson, Case Management
Susan Beaulieu, Professional Billing Office
Wilelmine Beaupin, Case Management
Wayne Beebe, Police & Security
Eunhee Belew, Imaging
Melissa Belfast, Nursing
Matthew Bellanich, Neurology
Marie Bellanton, Nutrition and Food Services
Linda Bellofatto, Mass General/North Shore Center for Outpatient Care
Tiana Bellone, Nursing
Jacob Bennett, MassGeneral Hospital *for* Children
Margo Benoit, Surgery
Nadia Benyahia, Chelsea HealthCare Center
Lorraine Bergeron, Professional Billing Office
Karen Berglund, Physical and Occupational Therapy Services
Sammy Bernado, Nursing
Katy Berndt, Infectious Disease Unit
Olga Betancour, Environmental Services
Wilma Bishara, Nursing
Patricia Blanco, Orthopædics
Carolyn Bleiler, Nursing
Carl Blesius, Medicine
Margaret Blood, Obstetrics and Gynecology Service
Allyson Bloom, Medicine
Sheila Bly, Nursing
Rachel Boateng, Bulfinch Temporary Service
Rose Bohannon, Registration & Referral Center
Chad Boisvert, Cancer Center
Marc Bolduc, Psychiatry
Rachel Bolton, Nursing
Cheryl Bonanno, General Store
Maura Bonilla, Charlestown HealthCare Center
Hollis Bono, Case Management
Joanne Bordner, Pathology
Laureen Borek, Imaging
Jeffrey Borenstein, Dermatology
Bruce Bornstein, Radiation Oncology
Leila Borowsky, Medicine
Christine Borowy, Nursing
Hasmik Boshyan, Imaging
Matthew Botta, Mass General/North Shore Center for Outpatient Care
Karim Bouazoune, Molecular Biology
Carolyn Boumila-Vega, Chelsea HealthCare Center
David Bourque, Cardiology Division
Randy Boursiquot, Buildings & Grounds
Michelle Boutin, Cancer Center
Joan Bovaird-Dow, Emergency Services
Patricia Boval, Environmental Services
Beth Anne Bowen, Nursing
Kenneth Boyd, Nursing
Michael Bracken, Buildings & Grounds
Charles Bragdon, Orthopædics
Marta Braschi, Imaging
Stacey Brauner, Surgery
Miriam Bredella, Imaging
Dianne Brennan, Cardiology Division
Megan Brennan, Psychiatry
Anne Brewster, Medicine
Mark Brezina, Cancer Center
Jennifer Briggs, Pathology

Erik Bringle, Nursing
Osvaldo Brito-Evora, Nursing
Anthony Brooks, Imaging
Carol Brooks, Nursing
Renee Brooks, Professional Billing Office
Jared Brown, Professional Billing Office
Sharon Brown, Nursing
Valentino Brown, Environmental Services
Ermione Brutus, North End Community Health Center
Shannon Bryson, Cancer Center
Malinda Buck, Admitting Services
Alicja Budnik, Health Information Services
Supinda Bunyavanich, Medicine
Anila Burimi, Bulfinch Temporary Service
Christina Burke, Nursing
Meaghan Burke, Internal Medicine
Melissa Burnett, Dermatology
Mark Burton, Pathology
Linda Butler, Imaging
Colin Byfield, Center for Comparative Medicine
Ana Cabral, Charlestown HealthCare Center
Katrina Cabral, Nursing
Ricardo Cabrera, Environmental Services
Michael Cafua, MGPO Finance
Susan Cahill, Nursing
Ni Cai, Environmental Services
Wenli Cai, Imaging
Christopher Callahan, Nursing
Mary Calvo, MGH Institute of Health Professions
Erica Camargo, Neurology
Alexander Camelo, Environmental Services
Linda Camp, MGH Institute of Health Professions
Stacey Campbell, Neurosurgery
Lina Canavan, Registration & Referral Center
Zhifang Cao, Medicine
Karla Carcamo, Nutrition and Food Services
Heather Carlson, Nursing
Melissa Carlson, Center for Systems Biology
Consuelo Carmona, Environmental Services
Peter Carolan, Medicine
Michael Carra, Police & Security
Robyn Carreo, Cardiology Division
Ines Carter, Environmental Services
Luz Castano, Materials Management
Victor Castro, Gastrointestinal Unit
Edward Catalano, Neurology
Ellen Cellini, Nursing
Nicole Celona, Women's Health Associates
Irene Cenat, Nutrition and Food Services
Brian Cerroni, Imaging
Sung-Suk Chae, Radiation Oncology
Sreekanth Chaguturu, Medicine
Asima Chakraborty, Dermatology
Brian Chan, Medicine
Stacy Chandler, Social Services
Suying Chang, Nutrition and Food Services
Trina Chang, Psychiatry
Brian Chapin, Urology
Jacob Chapman, Emergency Services
Daniel Charest, Respiratory Care Services
Marc Charles, Pharmacy
ChangFeng Chen, Molecular Biology
Li Chen, Pediatric Service
Weiling Chen, Emergency Services
Sophia Cheng, Imaging
Marie Chery, Nutrition and Food Services
Myriam Chery, Nutrition and Food Services
Andrew Chess, Medicine
Steven Chin, Pediatric Service
Tina Marie Chirgwin, Nursing
Curt Chiverton, Police & Security
Glen Cho, Center for Computational & Integrative Biology
Janice Chruniak, Pathology
Steven Chung, Imaging
Catherine Chu-Shore, Neurology
Jadwiga Cieplik, Imaging
Lorraine Cieri, Nursing
Timothy Clark, Neurology
Tyeshea Clarke, Nursing
Jill Clarke Alexis, Cancer Center
Heather Clucas, Public Affairs
Keisha Cobb, Imaging
Sarah Cobb, Nursing
Stephen Coffey, MGH Institute of Health Professions
Matthew Coggins, Medicine
Dale Collins, MGH Institute of Health Professions
Jacqueline Collins, Nursing
Nancy Collins, Pathology
Jennifer Colozzi, Transplantation Biology Research Center
Nhedti Colquitt, Bulfinch Temporary Service
Elia Columbare, Pharmacy
Linda Comeau, Orthopædics
Christina Congleton, Bulfinch Temporary Service
Jean Connelly, Cardiology Division
Kerry Conner, Buildings & Grounds
Nancy Connolly, Nursing
Kara Connor, Nursing
Amanda Connors, Nursing
Mark Conrad, Surgery
Heather Conway, Imaging
Kelly Cooke, MassGeneral Hospital *for* Children
Stephanie Cooper, Patient Care Services Clinical Support Services
Carol Corcoran, Nursing
Brenda Corr, Pharmacy
Cindy Cote, Nursing
Daniel Cote, Dermatology
Tenia Couch, MGH Weight Center
George Coward, Materials Management
Stephanie Cox, Human Genetics Unit
David Craft, Radiation Oncology
David Crandell, Physical Medicine & Rehabilitation
Neil Crimins, Anesthesia, Critical Care & Pain Medicine
Marinela Crisostomo, Pathology
Gerard Cronin, Patient Care Services Clinical Support Services
Catherine Crosby, Anesthesia, Critical Care & Pain Medicine
Harold Cruz, Center for Laryngeal Surgery and Voice Rehabilitation
Sean Curran, Molecular Biology
Michael Cusack, Biomedical Engineering
Cristina Cusin, Psychiatry
Pamelia Cutulle, Nursing
Yvon Cyprien, Transportation Services
Kristen Czarnecki, Psychiatry
Marcia Da Silva, Obstetrics and Gynecology Service
Erin Dalia, Nursing
Jeannine Daly, Nursing
May Dambreville, Cardiology Division
Scott Damrauer, Surgery
Colleen Danielson, Nursing
Viergela Dantilus, Environmental Services
Marie Darcelin, North End Community Health Center
Danielle Daunais, Anesthesia, Critical Care & Pain Medicine
Michelle Day, Pediatric Service
Tina Daye, Nursing
Richard deAsla, Orthopædics
Elizabeth DeBruin, Respiratory Care Services
Beatrys deGelder, Imaging
Sara Delgado, Obstetrics and Gynecology Service
Rosene Deshommes, North End Community Health Center
Vikram Deshpande, Pathology
Ronald deVenecia, Surgery
Jessica Deveney, Nursing
Julie Dever, Transportation Services
Karen Devita, Obstetrics and Gynecology Service
Mark Devlin, Nursing
Nicole Dexter, Obstetrics and Gynecology Service
Ashwin Dharmadhikari, Medicine
Robert Di Pietro, Registration & Referral Center
Solomon Diamond, Imaging
Jose Angel Diaz, Nursing
Laura Dickey, Development
Paula DiFiore, Professional Billing Office
Nicole DiFronzo, Nursing
Subba Digumarthy, Imaging
Katherine DiMare, Nursing
Amy Dion, Nursing
Melissa Dionne, Mass General/North Shore Center for Outpatient Care
Linda DiSabatino, Imaging
Ronny Disla, Environmental Services
Kristine DiTomasso, Nursing
Kelley Doherty, Pharmacy
Meaghan Doherty, Bulfinch Temporary Service
Roberto Domingo, Environmental Services
Gertrude Dominique-Noel, Nursing
Maureen Donahue, Imaging
Yuanlin Dong, Anesthesia, Critical Care & Pain Medicine
Anne Donnelly, Anesthesia, Critical Care & Pain Medicine
Sharon Donovan, Nursing
Catherine Dooling, North End Community Health Center
Barry Dorfman, Oral & Maxillofacial Surgery
Jigme Dorjee, Nutrition and Food Services
Joanna Dotolo, Radiation Oncology
Maureen Dow, Registration & Referral Center
Patricia Doyle, Radiation Oncology
Pamela Drayton-Cooper, Materials Management
Angela Driggers, MassGeneral Hospital *for* Children
Cyrilla Drigo, Cancer Center
Margaret Driscoll, Nursing

Kristen Drury, Marketing
Catherine Duffy, Palliative Care Service
Tracy Duggan, Nursing
Danielle Dumas, Nursing
Amanda Dunbar, Materials Management
Laney Dunleavy, Radiation Oncology
Kristopher Durette, Pathology
Jessica Durham, Nutrition and Food Services
Tracy Durkin, Nursing
Patricia Durning, Case Management
Kendrick Durrette, Emergency Services
Familia Duvert, Nutrition and Food Services
Elizabeth Dyer, International Patient Center
Daniel Ebert, Psychiatry
Cynthia Echevarria, Chelsea HealthCare Center
Gloria Edwards, Operating Room Administration
James Egan, Imaging
Jesse Ehrenfeld, Anesthesia, Critical Care & Pain Medicine
Tokunbo Ekpebor, Cancer Center
Mustapha El Fakir, Nutrition and Food Services
Rachid EL Hachimi, Nutrition and Food Services
Saadia Elhakkani, Imaging
Mary Elia, Professional Billing Office
Amy Ellrodt, Neurology
Gladys Elmudesi Navarro, Professional Billing Office
Kristen Emde, Bulfinch Temporary Service
Veronica Erasquin, Nursing
Paula Eriksen, Laboratory of Computer Science
Pierre Erilus, Nursing
Margarita Esquivel, Nutrition and Food Services
Lucinda Everett, Anesthesia, Critical Care & Pain Medicine
Yolette Exavier, Bulfinch Temporary Service
Soumya Faddouli, Nutrition and Food Services
Priscilla Fairhurst, Nursing
Jane Fallon, Nursing
John Falzo, Imaging
Jeanne Fama, Psychiatry
Nicholas Faoro, Nursing
Christopher Farrell, Neurosurgery
Heather Fealtman, Surgery
Sandra Federico, Nursing
Robert Feeley, Bulfinch Temporary Service
Kathleen Feeney, Pathology
David Feliz, Parking & Commuter Services
Shahira Felous, Psychiatry
Sherley Fenelon, Nursing
Ellen Fern, Nursing
Mercedes Fernandez, Nursing
Joseph Ferraro, Police & Security
Lioubov Fexon, Center for Systems Biology
Weegens Fidelia, Transportation Services
Sacha Field, Nursing
Jose Figueiredo, Imaging
Katherine Fillo, Nursing
Laura Fine, Surgery
Jennifer Finn, Vascular Surgery
Julia Finn, Neurology
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Shane Fisher, Neurology
Kathleen Fitch, Neuroendocrine
Hilary Flanders, Nursing
Marc Fleury, Pharmacy
Jose Flores, Nursing
Juan Flores, Pathology
Julian Flores, Nursing
Marjory Florus, Mass General West
Christine Flynn, Registration & Referral Center
Kathleen Flynn, Nursing
Maryellen Foley, Clinical Research Center
Rameh Follette, Cardiology Division
Andrea Ford, Imaging
Ryan Forde, Anesthesia, Critical Care & Pain Medicine
Emily Forger, Nursing
Renee Fortin, Registration & Referral Center
John Fox, Transportation Services
Flomo Freeman, Materials Management
Vadim Frenkel, Imaging
Edward Fritsch, Pediatric Service
Kathleen Fusco, Professional Billing Office
Juan Galdamez, Environmental Services
Stephanie Gallup, Physical and Occupational Therapy Services
Gloria Gamba, Community Health Associates
Yong Gao, Neurology
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Thomas Gill, Orthopædics
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Carlos Giron, Imaging
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Alexander Goehler, Imaging
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Susan Gordon, Nursing
Kathleen Gorman, Nursing
Paul Goss, Medicine
Judith Goulding, Nursing
Stacey Grabert, Gastrointestinal Unit
Clinton Graham, Nursing
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Marjorie Green, Obstetrics and Gynecology Service
Stephanie Green, Imaging
Jeffrey Greenberg, Medicine
Joseph Greer, Psychiatry
Martyne Gregoire, Imaging
Anna Greka, Medicine
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Lynn Grush, Psychiatry
Janice Guidara, Radiation Oncology
Paul Guinto, Buildings & Grounds
Cindy Guir, Bulfinch Temporary Service
Lankai Guo, Obstetrics and Gynecology Service
Shu-Zhen Guo, Imaging
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Gail Hadley, Cardiology Division
Patricia Hally Doherty, PCS Clinical Support Services
Mary Hamel, Nursing
Michael Hamill, Imaging
Amy Hammerschlag, Development
Cheryl Hamrick, Imaging
John Hanekamp, Surgery
Christopher Hanley, Imaging
Mary Hansen, Nursing
Tor Hansen, Nursing
Robert Harden, Transportation Services
Charles Hardin, Medicine
George Hardy, Buildings & Grounds
Paula Harmon, Internal Medicine
Tara Harris, Emergency Services
Maryanne Hartzell, Medicine
Tristan Hartzell, Surgery
Sotiria Hatzimichael, Professional Billing Office
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Alex Haynes, Surgery
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Timothy Healy, Police & Security
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Scott Hilderbrand, Imaging
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Mojisola Johnny, Nursing
Floyd Johns, Police & Security
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Neil Jones, Transportation Services
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Sandra Merone, Nursing
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Laura Miller, Nursing
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Christopher Moran, Pediatric Service
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June Moris, Registration & Referral Center
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Lori Morrow, Surgery
Maura Mortimer, Nursing
Golam Mostafa, Surgery
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Tracie Munzert, Nursing
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Satoshi Namekawa, Molecular Biology
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Alyson Negreira, Psychiatry
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Shanker Nesathurai, Physical Medicine & Rehabilitation
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Ngoc Hanh Nguyen, Pharmacy
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Yulhader Revere, Nursing
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Agusta Rikardsdottir, Nursing
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Elizabeth Warren, Nursing
Lyndsay Washburn, Radiation Oncology
Peter Waterman, Center for Systems Biology
Julia Webb, Psychiatry
Todd Weekley, Development
Lisa Weissmann, Medicine
Lisa Marie Wellen, Nursing
Marilyn Wescott, Information Associates
Susan Westmoreland, Pathology
Joan Wheelis, Psychiatry
Bryan White, Emergency Services
Susan Whitehead, CIMIT
Gayle Wholley, Nursing
Alicia Wierenga, Nursing
Susan Wilcox, Anesthesia, Critical Care & Pain Medicine
Angela Williams, Bulfinch Temporary Service
Ernest Williams, Materials Management
Kimberly Williams, Nursing
Kyleah Williams, Nursing
Bettye Wilson, MGH Institute of Health Professions
Lesia Wilson, Physical and Occupational Therapy Services
Ben Wittner, Medicine
Pavlina Wolf, Center for Human Genetic Research
Benedict Wong, Pathology
Edward Wong, Environmental Services
Antony Wood, Obstetrics and Gynecology Service
Kirkham Wood, Orthopædics
Melanie Woodworth, Center for Laryngeal Surgery and Voice Rehabilitation
Daniel Worrall, Infectious Disease Unit
Weicheng Wu, Imaging
HongJing Xia, Cancer Center
Wen Yang, Medicine
Xiaohong Yang, Medicine
John Yoon, Medicine
Chik Chi Yu, Materials Management
Wen Ju Yu, Environmental Services
Adrian Zai, Medicine
Walter Zawacki, Imaging
Yulia Zelixon, Nursing
Min Zhang, Urology
Suhai Zhang, Social Services
Xian Zhang, Environmental Services
Hui Zheng, Medicine
Xiaojuan Zhou, Anesthesia, Critical Care & Pain Medicine
Lee Zou, Medicine
Katharine Zuckerman, Pediatric Service
Deysei Zuluaga, Environmental Services

Behind the B3C walls

PASSERSBY AT THE MGH FRONT ENTRANCE soon will no longer have an inside look of construction activity in the Building for the Third Century (B3C). A major phase of construction – the installation of the external curtain wall – already has begun.

"The space inside the building is starting to really shape up," says Jim Guiry, MGH senior construction manager. "This fall and winter, however, people won't be able to see what is going on inside – and a lot will be happening – as we complete construction of the curtain wall starting from the bottom of the building and moving upward."

Guiry explains that a curtain wall, or building façade, often consists of aluminum and glass. This provides an architecturally appealing exterior and serves as a barrier against the elements. There are two types of curtain wall systems for the B3C. Workers have begun installing the first by attaching aluminum frames to the floor slab. Through the fourth floor, this curtain wall includes decorative "fins" as an aesthetic feature that will be seen around the building. From the sixth floor upward, the second curtain wall system features an exterior of smooth glass and aluminum. Construction of the curtain wall is expected to be complete in February.

This fall workers also will be busy finishing four other major projects: the excavation of belowground floors, the construction of the upper floors, the installation of all mechanical systems and the start of construction of two bridges that will link the B3C to the Wang and Yawkey buildings.

The excavation for the lower levels of the building is expected to be complete by early December. At that point, approximately 70,000 cubic square yards of earth will have been dug up and trucked off-site. Workers will then begin to install utilities and the concrete floors for these belowground levels.

The B3C belowground levels are excavated, and earth is removed through the large openings as seen above.

By the beginning of December, the upper floors – up to the roof and mechanical penthouse – will be installed. Once each concrete floor is placed, buildout of interior walls and the connections to the core building system's equipment will begin.

The installation of the fifth floor mechanical, electrical and piping systems is underway as well. "This is an incredibly well coordinated operation by 100 tradesmen and women," says Guiry. "For example, there are five major air handlers – each the size of four tour buses fastened together – that will supply and exhaust all the air to this building."

Also of note this fall, MGHers will begin to notice a change to the hospital's main entrance, as construction of a service bridge connecting the third floor of the Wang Ambulatory Care Center to the third floor of the B3C begins. A protective covering will be put into place at the front entrance to keep pedestrians safe as work proceeds. A second bridge for pedestrians will connect the Yawkey Center for Outpatient Care to the new building on the second floor. Construction of this bridge is scheduled to begin after the large red tower crane is removed from the site at the end of November.

MGH staff and employees are encouraged to report any construction-related concerns at any time to the MGH Buildings and Grounds Call Center at 617-726-2422. For more information about the B3C, visit *www2.massgeneral.org/b3c.* ■

Workers weld the steel floor structure prior to laying concrete.

The B3C will connect to the Wang Ambulatory Care Center via a new service bridge over the main entrance as seen above.

Workers install the exterior curtain wall in panels.

– IOM

(Continued from page 1)

"The MGH is very fortunate to have these accomplished individuals join an exemplary group of colleagues representing the hospital in the IOM," says MGH President Peter L. Slavin, MD. "Election to the IOM recognizes individuals who have demonstrated outstanding professional achievement and commitment to service, and these new members will surely enrich the institute's contributions to the advancement of the medical sciences, health care and public health."

Established in 1970 by the National Academy of Sciences, the IOM is a national resource for independent and scientifically informed analysis and recommendations on a breadth of important health issues. Its 1,700 members and foreign associates each make a commitment to volunteer on IOM boards, committees and projects. Members – who represent the health care professions as well as natural, social and behavioral sciences; law; administration; engineering; and the humanities – are elected for their professional achievements in a field relevant to the IOM's mission.

"Membership in the IOM represents attainment of the highest level of accomplishment, excellence and service to the medical profession," says F. Richard Bringhurst, MD, senior vice president of MGH Medicine and Research Management. "We offer our sincerest congratulations to the newly elected members for this impressive recognition." ■

One department's trash ...

DEPARTMENTS FROM ALL AREAS OF THE HOSPITAL are invited to save money and help the environment by exchanging office supplies they don't need for ones they do at the first annual MGH Freecycle Event Oct. 21. Supplies may be dropped off from 9 to 11 am and picked up any time between 11 am and 2 pm in the Bulfinch Tent.

Acceptable items in new or unused condition include: empty binders; blank CDs; desk supplies and organizers; folders; paper; pens and pencils; printer and toner cartridges; and tape. Large objects such as furniture or electronic equipment will not be accepted. An MGH identification badge is required to participate. All remaining supplies will be donated to local schools.

This inaugural event is based on an idea submitted to the MGH Star Saver program, which uses employees' suggestions to reduce costs at the hospital. For more information on the MGH Freecycle Event or Star Saver program, contact *starsaver@partners.org*.

... is another's treasure

WHAT'S HAPPENING

Credit cards now accepted at eateries

All Nutrition and Food Services retail operations – Eat Street Café, Coffee Central, Blossom Café, Tea Leaves, Coffee South, Riverside Café, Simches Plaza Café and Eat Street at 149 – now are accepting major credit cards (Amex, Discover, MasterCard and Visa). There is no minimum purchase amount. For more information, contact Ridwan Himawan, retail revenue systems manager for Eat Street Café, at 617-724-8861.

George B. Murray Limbic Lecture

The MGH Department of Psychiatry will host the George B. Murray Limbic Lecture Oct. 29 from 4 to 5:30 pm in the Ether Dome. Orrin Devinsky, MD, director of the Epilepsy Center at the New York University Langone School of Medicine, will present "Epilepsy: Limbic Lessons." A reception will take place from 3:30 to 4 pm. For more information, contact Lauren McAviney at 617-726-5758 or *lmcaviney@partners.org*.

Carolyn Frye-Halloran Symposium

The Stephen E. and Catherine Pappas Center for Neuro-Oncology and the Department of Neurosurgery will host the ninth annual Carolyn Frye-Halloran Symposium, "Biomarkers and Genetic Alterations in Systemic Cancers and Brain Tumors" Nov. 5 from 8:30 to 9:30 am in the Ether Dome and 9:30 am to 6 pm in the Simches Research Center, Room 3.110; and Nov. 6 from 8 am to noon in the Simches Research Center, Room 3.120. A team of international experts will discuss the issue of novel assays of molecular targets in patients with systemic malignancies and brain tumors. For more information or to register, visit *http://fh2009.neurosuite.org*.

Research nurse roundtable

The MGH Clinical Research Program is sponsoring a research nurse roundtable Oct. 27 from 12:15 to 1:15 pm in the second floor Garrod/Mendel Conference Room at the Simches Research Center. Colleagues from Shriners Burn Institute will present their research on pediatric burns. Attendees are invited to bring their lunch. To register, access *http://hub.partners.org/catalog*. For questions about the roundtable, contact Linda Pitler, RN, MSN, CCRC, at 617-643-0686. For questions about registration, contact Hillary Dearborn at 617-726-3310.

DSC/MAO/Schwartz Center film series

The MGH Disparities Solutions Center (DSC), the Multicultural Affairs Office (MAO) and the Schwartz Center will host a screening of "Stanley," one of three parts in the "Caring at the End of Life" series Oct. 28 from 12:30 to 2 pm in the O'Keeffe Auditorium. Following the film will be an interactive discussion led by experts in the field. A light lunch will be served. To register, e-mail *disparitiessolutions@partners.org*. For more information, access *http://www2.massgeneral.org/disparitiessolutions/events.html*.

Dancers needed for PIE video

MGH employees are invited to participate in the filming of a dance scene for the annual Partners in Excellence (PIE) video. Filming will take place Oct. 27 from 3:30 to 5 pm on the Bulfinch Lawn or Thier Conference Room if there is inclement weather. A choreographer will be on hand to teach the steps. This year's song will be "Saturday Night Fever." Employees are welcome to bring clothes and/or props that fit a disco theme. The video will be shown at the annual PIE awards ceremony in April. For more information or to participate, contact Emily Lemiska at *elemiska@partners.org* or 617-724-2753 by Oct. 23.

Ernesto Gonzalez Award ceremony

The 2009 Ernesto Gonzalez Award for Outstanding Service to the Latino Community will be presented Oct. 23 at a breakfast reception from 8 to 9 am in the East Garden Dining Room. David Marquez, of MGH Police and Security and a 2007 winner of the Ernesto Gonzalez Award, will be the guest speaker. For more information, contact Carmen Vega-Barachowitz, MS, CCC-SLP, at *cvegabarachowitz@partners.org*.

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MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Leadership meeting updates

AN OVERVIEW OF Nobel-Prize-winning research by MGH's 2009 Nobel laureate, the hospital's influenza response plan, financial highlights and the MGH United Way employee campaign were featured topics of the Oct. 14 leadership meeting hosted by MGH President Peter L. Slavin, MD, and MGPO Chairman and CEO David Torchiana, MD. Hundreds of managers and supervisors convened in the heated Bulfinch Tent for the gathering, which was followed by the annual Manager and Supervisor Appreciation Lunch.

Nobel Laureate Jack W. Szostak, PhD, of the Department of Molecular Biology and Center for Computational and Integrative Biology, received a warm standing ovation from attendees before describing the timeline of events leading to his being named a recipient of the 2009 Nobel Prize in Physiology or Medicine. Szostak was named a winner of the award Oct. 5 – along with Elizabeth H. Blackburn, PhD, of the University of California at San Francisco, and Carol W. Greider, PhD, of the Johns Hopkins School of Medicine – for their work predicting and then discovering telomerase, an enzyme that builds and maintains the protective caps at the tips of chromosomes.

Next, David Hooper, MD, chief of the Infection Control Unit, and Julia Sinclair, executive director of Emergency Services, gave an update on the hospital's influenza preparations. Hooper and Sinclair told attendees that, since the worldwide 2009 H1N1 influenza pandemic was declared this past spring, the hospital has coordinated its response using the Hospital Incident Command System (HICS) to manage the various components of this situation. To date,

(Continued on page 2)

So Grand...
So Grand...
So Grand...
MGH
HOME BASE

MGH Celebrates Ether Day

Annual event marks MGH milestone and honors MGHers for years of service

AS MANY MGHERS KNOW, Oct. 16 is a very special day in MGH history. On this day in 1846, Boston dentist William T.G. Morton revolutionized the practice of medicine when he first publicly demonstrated the use of ether as an anesthetic during surgery. Morton successfully anesthetized patient Gilbert Abbott before a tumor was removed from Abbott's jaw by MGH co-founder and surgeon John Collins Warren, MD.

The MGH remembers this medical milestone with its annual Ether Day celebration, which also is an opportunity to honor hospital employees for their years of service. Employees who have worked at the MGH for 5, 10, 15, 20, 25, 30, 35, 40, 45, 50, 55 and 60 years are recognized at the Ether Day ceremony held in the Bulfinch Tent.

This year, MGH President Peter L. Slavin, MD, and Jeff Davis, senior vice president for Human Resources, were among those honored, with Slavin marking 25 years and Davis 30.

Keeping with Ether Day tradition, the popular Ether Day dancers kicked up their heels to entertain guests, and all of the honored employees received pins and ribbons marking their years of service. ■

– Leadership

(Continued from page 1)

the HICS team has organized the dissemination of important influenza-related messages to staff, patients and visitors; made preparations for potential capacity issues from any in- or outpatient surges; established a system to monitor supplies such as masks, pandemic supplies and antivirals; and prepared for possible issues related to a fluctuating labor pool of employees. Sinclair stressed that all staff and employees can access important internal messages and clinical information and updates from any Partners workstation or VPN remote connection using the influenza SharePoint link at *http://sharepoint.partners.org/mgh/swineflu*.

Shedding light on the year-to-date (YTD) financial picture, Sally Mason Boemer, senior vice president of Finance, explained that, while last year had some financial challenges, today hospital finances appear relatively good, with the August YTD operating margin exceeding the budget. Mason Boemer described several drivers of this result – including favorable indirect research revenue, expense management and a stronger-than-anticipated outpatient volume, which helped absorb shortfalls. She thanked the managers and supervisors for their work throughout recent months planning their fiscal year 2010 budgets with the various external constraints and commended their efforts that helped create a balanced plan allowing for a wage and salary program and some growth in strategic areas. Mason Boemer encouraged attendees to continue to investigate cost-effective strategies in their areas.

Donning their 2009 MGH United Way campaign T-shirts, campaign co-chairs Laurie Ball, senior administrative director of the Department of Psychiatry, and Tim Ferris, MD, medical director of the MGPO, announced this year's United Way campaign theme, "Living and Giving … The United Way." The theme features a red ribbon as a visual link through all of the campaign collaterals – including the poster series, pledge card, website and rolling rally cart. The ribbon was selected as a way to show that all employees are connected, both to each other and the community at large. This year's campaign will run from Nov. 2 through 13. More information will be available in future issues of *MGH Hotline*, employee e-mails and the hospital's intranet.

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CELEBRATING A NEW PROFESSORSHIP: From left, Flier, Brown, Zapol, Wiener-Kronish and Slavin

Brown named to Zapol professorship

THE WARREN M. ZAPOL PROFESSORSHIP IN ANAESTHESIA, a new endowed chair at Harvard Medical School (HMS), has been established to honor the clinical and research accomplishments of Warren M. Zapol, MD, who served as anesthetist-in-chief in the MGH Department of Anesthesia, Critical Care and Pain Medicine from 1994 to 2008 and who is now the department's anesthetist-in-chief emeritus. The chair's first incumbent is Emery Brown, MD, PhD, an anesthesiologist in the Department of Anesthesia, Critical Care and Pain Medicine and the director of the Neuroscience Statistics Research Lab at the MGH. Brown and Zapol were recognized at an Oct. 8 ceremony at HMS.

Brown is internationally renowned for his work developing statistical methods and signal-processing algorithms to study brain function, as well as for his use of functional neuroimaging to study how the state of general anesthesia is created and maintained in huma[illegible] For his research on general anesthesia, he received a National Institutes of Health Director's Pioneer Award in 2007. Brown is an Institute of Medicine (IOM) member.

Over the years, Zapol's research focused on acute respiratory failure in mammals. His pioneering studies eventually led to the use of inhaled nitric oxide for hypoxia – a technique that now helps save thousands of lives each year. As part of his research, Zapol has led nine Antarctic expeditions to study the respiratory system of the Weddell seal. In 2008, he was appointed to the U.S. Arctic Research Committee by former president George W. Bush. He is also a member of the IOM.

Zapol and Brown both spoke at the Oct. 8 event. Offering additional remarks were: Peter L. Slavin, MD, MGH president; Jeffrey Flier, MD, dean of HMS; and Jeanine Wiener-Kronish, MD, current anesthetist-in-chief at the MGH. ■

Storybook Ball takes it to the jungle

PHOTO BY MATT WEST

JUNGLE REVELERS: From left, John Henry, principal owner of the Red Sox and a member of the MGH Board of Trustees, and his wife Linda; Lori and Peter Slavin, MD, MGH president; and Jennifer and Lenny Clarke.

PARTYGOERS WERE welcomed to the jungle Oct. 17 at the 10th annual Storybook Ball to benefit MassGeneral Hospital *for* Children (MGH*f*C). Held at the Westin Boston Waterfront, this year's theme, "The Jungle Book," had guests weaving through tropical plants and sipping tropical drinks w[illegible] enjoying live bongo drumming before dinner. Guests played carnival games and won prizes donated by Mario Russo, Bloomingdale's, Chef's Table,

Latino Heritage Month at the MGH

THE MGH CELEBRATED LATINO HERITAGE MONTH with a series of events in October. During the afternoon of Oct. 8, the MGH Association of Multicultural Members of Partners hosted a lunch and lecture at the MGH Chelsea HealthCare Center with Wanda Gonzalez, MD, a pediatrician at the center. In her presentation, "The Obesity Epidemic and Latino Children: One Pediatrician's Efforts to Make a Difference in Chelsea," Gonzalez discussed the negative health effects of childhood obesity in Latino children.

Gonzalez and other members of the MGH Chelsea HealthCare Center have partnered with the community to develop Power Up, a structured, four-week program that includes physical activities and educational sessions for children and their parents. The program is designed to combat factors – such as cultural myths – contributing to childhood obesity and includes nutrition, exercise and family support.

The Obesity Epidemic and Latino Children

GONZALEZ

Earlier that same day, Harvard Medical School (HMS) alumnus and Beth Israel Deaconess Medical Center (BIDMC) physician Raphael Campo, MD, spoke at a breakfast lecture hosted at the MGH for employees, patients and visitors. Campo, who is director of BIDMC's Multicultural Affairs Office, also teaches creative writing at Lesley University.

A lifelong writer, Campo spoke about how poetry and creative writing can help both physicians and patients in the healing process. He said he remembered entering HMS, not sure that he would be successful – not because he didn't have the intelligence, but because he felt there was a lack of spirituality in medicine. He witnessed this firsthand when he shared with colleagues that he was not [illegible] a medical student but a poet, too.

"My colleagues didn't know what to do with me," he said.

Now, back at HMS as an instructor, Campo says he's seen a change at the school. "When I returned to Harvard as faculty, my charge was to see how literature could teach qualities like empathy and compassion."

In his own practice, Campo says he encourages patients to keep a journal to share their feelings about their illness and their lives in general. It helps him to not only focus on the biomedical aspects of their care, but also on their lifestyles and how their choices affect their illness.

MGH's Latino Heritage Month events concluded Oct. 23 with a breakfast honoring the 2009 winner of the Ernesto Gonzalez Award for Outstanding Service to the Latino Community. Carmen Vega-Barachowitz, MS, CCC-SLP, director of Speech, Language, Swallowing and Reading Disabilities, was chosen as this year's recipient. ■

MGH Clinical Innovation Awards

THROUGH THE Clinical Innovation Awards, creative ideas to improve patient care at the MGH can become a reality. Led by the MGH Clinical Research Program and funded by the MGH Center for Quality and Safety, the awards are given annually to clinical researchers whose projects have the potential to change care for the better.

The 2009 award winners are Matthew Hutter, MD, MPH, of the Department of Surgery; Paul Currier, MD, MPH, of the Pulmonary and Critical Care Unit; and Laurel Radwin, RN, PhD, of the Yvonne L. Munn Center for Nursing Research. They were selected from among 32 applicants.

HUTTER

CURRIER

RADWIN

Hutter will lead a research project that aims to identify an improved model for assessing surgical quality nationwide. The study will pay specific attention to the case-mix differences between tertiary and community hospitals. It will highlight the difficulties of assessing surgical quality at academic medical centers, which frequently care for "the sickest of the sick" in the health care system.

Currier and Radwin will co-lead a study of three key practice changes in the MGH Medical Intensive Care Unit (MICU) to improve the quality of end-of-life care. The changes include holding interdisciplinary physician and nurse training sessions; initiating meetings with the patient, family and clinicians within two to three days of admission to the MICU; and standardizing written documentation. The effects of the practice changes will be evaluated throughout.

For more information about the MGH Clinical Innovation Awards, contact Kay Ryan, director of Clinical Research Operations for the MGH Clinical Research Program, at 617-724-5200.

Sports Club L.A. and others.

Comedian Lenny Clark emceed this year's auction, which featured items such as a children's fashion camp and a party on the ice with 100 friends when Fenway Park is transformed into a hockey rink for the New Year's Day Bruins [illegible] The event exceeded its fundraising goal, raising more than $1.2 million.

Each year the Storybook Ball focuses on a particular MGH*f*C program. This year's proceeds will go toward the pediatric transport program, a traveling intensive care unit equipped for any emergency. The transport team is activated when a hospital in the region – even as far away as Bermuda – needs to transport an infant or child requiring more specialized care than its own staff and facilities can provide. The originating hospital alerts MGH*f*C's neonatal or pediatric intensive care units that a patient is in need of the hospital's critical care services, and the transport team mobilizes to support the child during transport, when every second counts.

"We're absolutely thrilled to have done so well, especially given the current economy," says Ronald Kleinman, MD, MGH*f*C physician-in-chief. "The generosity of our guests is a testament to the compassionate, quality care that takes place here each day. We're so grateful to all of our donors and guests who helped make this event such a success." ■

WHAT'S HAPPENING

National Respiratory Care Week

MGH Respiratory Care Services will celebrate National Respiratory Care Week Oct. 25 through 31. A photo display across from Coffee Central will highlight patient care, education and research, and an information table in the Main Corridor Oct. 28 will provide patients and visitors with information about the present and future of respiratory care. For more information, contact Debra Duffy at 617-724-4493.

Grant-writing seminar

The MGH Clinical Research Program is sponsoring "Writing Your First Investigator-Initiated NIH Grant as a Young Investigator" Nov. 2 from 3:30 to 5:30 pm in the Simches Research Center, Room 3.110. William Crowley, MD, of MGH Clinical Research, will explain how to write and prepare the first R01 NIH grant for young investigators. Janet Hall, MD, also of MGH Clinical Research, will describe the path a grant follows after it is submitted to the NIH, including assignment to study section, the review and voting process, and the council meeting. To register, visit *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

Sinusitis forum

The Massachusetts Eye and Ear Infirmary (MEEI) will host a free public forum on sinusitis Nov. 7 from 9 am to noon in the Meltzer Auditorium, third floor. MEEI physicians will share the latest medical and surgical treatments for sinusitis. Seating is limited. For more information, call 617-573-3654 or visit *www.masseyeandear.org/events*.

R. William Gange Lecture

The MGH Wellman Center for Photomedicine will host the annual R. William Gange Lecture Nov. 5 at 5:30 pm in the O'Keeffe Auditorium. A reception will begin at 5 pm. Rox Anderson, MD, director of the Wellman Center, will present "Photodynamic Therapy: The Times They are a Gange-ing." For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free hypertension screening for seniors 60 years and older Nov. 2 from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call 617-724-6756.

IN GENERAL

Peter L. Slavin, MD, MGH president, has been named a 2009 recipient of the Harold Amos Faculty Diversity Award by Harvard Medical School (HMS). The award honors faculty who have significantly contributed to the advancement of diversity and inclusiveness at HMS. Slavin will be honored at a ceremony Nov. 12.

October is
Breast Cancer Awareness Month

Schedule your mammogram today!

www.massgeneralimaging.org/mammo

MASSACHUSETTS GENERAL HOSPITAL
IMAGING

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COMING SOON

The MGH United Way Campaign!

THIS YEAR'S MGH United Way campaign will run from Nov. 2 through 13.

The theme of this year's employee campaign, "Living and Giving ... The United Way," reminds us that as people in one overall community, we are all are tied together and can make a difference for our neighbor.

MASSACHUSETTS
GENERAL HOSPITAL

MASSACHUSETTS GENERAL
PHYSICIANS ORGANIZATION

United Way
United Way
of Massachusetts Bay
and Merrimack Valley

Timothy G. Ferris, MD, MPH, medical director of the Massachusetts Physicians Organization and MGH United Way campaign co-chair

LIVING AND GIVING ... THE UNITED WAY

10.30.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Living and Giving … The United Way

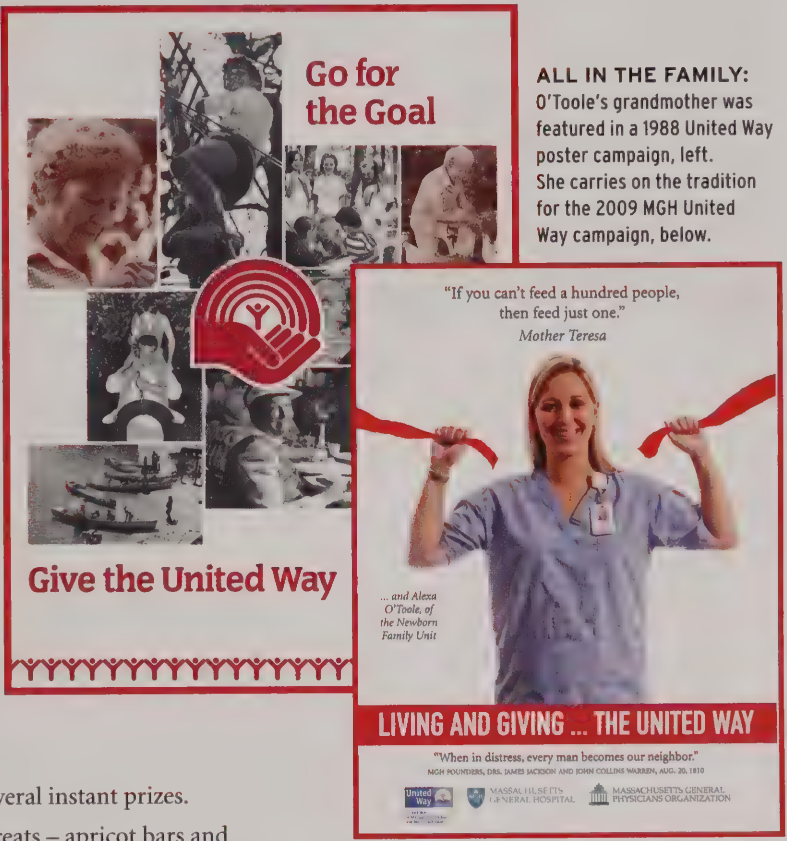
THE ANNUAL UNITED WAY CAMPAIGN is an MGH tradition, and for Alexa O'Toole, RN, BSN, of the Newborn Family Unit – one of the MGH employees featured in this year's campaign – it is a family tradition as well. O'Toole is the granddaughter of Ruth Webb Brayton, RN, a former MGH nurse who was featured in a United Way poster campaign in 1988.

This year's MGH United Way campaign runs from Nov. 2 through 13 and will continue that legacy of giving and once again offer an opportunity for MGHers to join together to support children and families in need. Led by campaign co-chairs Tim Ferris, MD, MPH, medical director of the MGPO, and Laurie Ball, senior administrative director of the Department of Psychiatry, the theme for the campaign is "Living and Giving … The United Way." A red ribbon visual will be seen throughout all campaign-related communications, such as posters, to represent the strength and importance of community.

Special features of the campaign include:

- *Rolling rallies:* A decorative cart staffed by United Way committee members will travel throughout the hospital with members passing out treats, pins and pledge information.
- *Pins:* Everyone who donates receives a United Way pin. Pins are available from the rolling rally cart or the Employee Access Center at Bulfinch 107. MGHers seen wearing the pins by rolling rally cart staff members are eligible to win one of several instant prizes.
- *Treats:* All MGH food service locations will offer two special treats – apricot bars and

(Continued on page 4)


Go for the Goal
Give the United Way
"If you can't feed a hundred people, then feed just one."
Mother Teresa
… and Alexa O'Toole, of the Newborn Family Unit
LIVING AND GIVING … THE UNITED WAY
"When in distress, every man becomes our neighbor."
MGH FOUNDERS, DRS. JAMES JACKSON AND JOHN COLLINS WARREN, AUG. 20, 1810
United Way
MASSACHUSETTS GENERAL HOSPITAL
MASSACHUSETTS GENERAL PHYSICIANS ORGANIZATION

ALL IN THE FAMILY: O'Toole's grandmother was featured in a 1988 United Way poster campaign, left. She carries on the tradition for the 2009 MGH United Way campaign, below.

Bringing Halloween fun to MGH*f*C patients

HALLOWEEN JUST WOULDN'T BE HALLOWEEN without the traditional activities of pumpkin-decorating, dressing up in costumes and eating treats. To help bring some seasonal fun to the patients at MassGeneral Hospital *for* Children (MGH*f*C), four volunteers from Spirit Halloween Superstores brought all of the festive items for a Halloween party to the children on Oct. 20.

At the event held in the Ellison 18 playroom, MGH*f*C Child Life Specialists Anne Bouchard, MS, CCLS, Marilyn Gifford, CCLS, Ashley Reardon, CCLS, and Sacha Field, MS, CCLS, along with the store volunteers, helped the young patients try on a variety of costumes ranging from fairies to sports heroes to clowns. The store employees also brought an array of gifts for the children, including games, toys, pumpkins and arts and crafts supplies.

"The children really loved the party," says Reardon. "This is the third year Spirit Halloween Superstores employees have donated their time and brought gifts to help bring smiles to our patients. We really appreciate their support, and most importantly, the children had a great time."

Throughout the year, Spirit Halloween Superstores collect donations from their customers to give to children's hospitals across the United States. Last year, the company raised $850,000 and presented $20,000 to MGH*f*C. The store once again plans to donate a portion of their funds to MGH*f*C this year after all donations are collected.

HAPPY HALLOWEEN: Randy Freidus, of Spirit Halloween Superstores, left, visits with six-year-old MGH*f*C patient James Petros.

MGH Freecycle takes off

FROM REWRITEABLE CD-ROMS to dry erase boards, there was something for everyone at the first annual MGH Freecycle Event held Oct. 21 in the Bulfinch Tent. Employees from across the hospital stopped by to drop off their unwanted office supplies and pick up new ones in an effort to save money and reduce waste. The event was based on an idea submitted to the MGH Star Saver program, which encourages MGHers to share cost-saving ideas. Volunteers from the Freecycle Committee and the MGH Raising Environmental Awareness League (REAL) helped make the event a success.

ANOTHER'S TREASURE: Employees browse through items at the Freecycle Event.

IN MEMORIAM

Wanda Ponte, RN

WANDA PONTE, RN, a nurse for the MGH Same Day Surgery Unit (SDSU) and dedicated volunteer for the Ovarian Cancer Education and Awareness Network (OCEAN) at MGH, died Sept. 26 after a long battle with ovarian cancer. She was 47.

With her compassion and empathy, Ponte could often be seen holding the hand of a patient in the SDSU, speaking reassuring words or praying. As an ovarian cancer patient herself, Ponte knew firsthand the emotions that cancer could bring. She used this intimate understanding to help comfort the patients around her. She also made it her mission to educate her family, friends, colleagues and the general public about the warning signs of the disease.

"Wanda touched so many lives," says Ponte's longtime friend and SDSU colleague Kellie Mitchell, RN. "Everyone who was a part of her life learned so much about ovarian cancer and the warning signs because of her. She didn't want to see anyone else go through what she was going through. All of the women here at the hospital who knew her have became more focused on their bodies and aware of the symptoms of ovarian cancer. It's been a positive thing."

To help educate other women, Ponte had become a steadfast volunteer of OCEAN at MGH, a nonprofit, member-support organization founded by ovarian cancer survivors and supporters to build support for ovarian cancer research and promote awareness of and education about the disease. As one of OCEAN's most active members, Ponte helped to build awareness of the signs and symptoms women should not take for granted if persisting for more than four weeks. These include bloating, pelvic or abdominal pain, difficulty eating or feeling full quickly, and urinary urgency or frequency.

In loving memory of their colleague, friend and inspiration, dozens of walkers from the SDSU and the Emergency Department, where Ponte had worked for 10 years, participated in the 9th annual OCEAN at MGH Roadrace and Walk in New Bedford, Mass., on Sept. 20. The group dedicated their efforts and the funds raised to support ovarian cancer awareness and research in Ponte's honor.

Ponte is survived by her mother, Lena Ponte of South Dartmouth; her father, Al Ponte of New Bedford and his wife Brenda; two sisters, Debbie Souza of East Freetown and husband Bob, and Cindy Gross of Lincoln and husband Jerry; her nephew and niece, Aaron and Erica Souza of East Freetown; a special uncle, Manny Ponte of New Bedford and many other uncles, aunts and cousins; numerous friends; and her mentor Barbara Browne of South Dartmouth. A funeral mass was held Oct. 3 at St. Mary of the Assumption in Dedham, Mass.

FRIENDS WITH A CAUSE: MGH participants at this year's OCEAN at MGH event.

Q and A with MGH Police and Security

RECENTLY, THE MGH COMMUNITY has been shocked by two disturbing random assaults on the hospital's campus. These unrelated incidents were both unprovoked and unforeseeable, and MGH Police and Security officers immediately responded on the scenes and secured the areas. Thankfully, the two hospital employees who were involved are recovering. The entire MGH community wishes them well.

While the MGH campus has long held a consistently high safety and security record that exceeds those of many large hospital and university campuses, recent events may have raised concerns regarding workplace safety. As part of the larger MGH family, the Police and Security Department understands these concerns and hopes to help alleviate any unease among employees. To address recent concerns, the department offers the following questions and answers:

Q: *What is being done to keep people on the campus safe?*

A: Between 50,000 to 60,000 individuals pass through the MGH campus at all hours every day. MGH Police and Security officers are highly visible across the campus – by foot, in patrol vehicles and on bicycles – and all are well-trained in monitoring activities, controlling access and responding to situations. The Police and Security Department maintains overall safety and security using a strong, multifaceted approach that involves evaluating, designing and employing state-of-the-art security equipment and technology; conducting routine risk assessments of buildings and practices both on- and off-campus; and implementing the latest security best practices.

The department regularly analyzes, tracks and trends any issues that affect the safe environment of the hospital and proactively works to ensure department resources are utilized in the best ways possible. Serving as a liaison with local, state and federal agencies, the MGH Special Investigations Unit routinely conducts criminal and noncriminal investigations throughout the year.

Q: *What can all employees do to help keep their workplaces safe?*

A: Employees are encouraged to take an empowered and active role in keeping the MGH safe. The following are tips to help ensure workplace safety and prevent security incidents:

- Trust your instincts and call MGH Police and Security for assistance at any time, any day of the week on the main campus at 617-726-2121; CNY at 617-726-5400; and the respective security telephone numbers at off-site locations. For information about using the MGH distress code without others knowing who is being called, access *www2.massgeneral.org/police/police_services.htm#emergency.*
- Inform MGH Police and Security, as well as your supervisor, of any potentially violent situation.
- Report any suspicious behavior or packages.
- Take all threats seriously and report them immediately.
- Wear your MGH or Partners identification badge at all times.
- Take advantage of the multifaceted array of incident prevention services offered by the MGH Police and Security Department. These include customized security planning; threat and security risk assessments; officer escorts; and a wide range of proactive crime prevention and education activities – such as presentations on workplace violence; community policing and security awareness education; property and identity theft, child internet safety; Management of Aggressive Behavior (MOAB); and more. For a complete list of MGH Police and Security presentations available for staff groups and departments, access *www2.massgeneral.org/police/police_training.htm.*

Q: *What should I do if I feel upset or anxious by recent events?*

A: MGH staff members who are feeling particularly upset or stressed by the events are encouraged to call the Employee Assistance Program (EAP) at 617-726-6976 to receive confidential support, referrals and counseling. No issue is too big or too small, and the EAP is available for all employees.

"MGH Police and Security staff members are committed to serving our patients, employees and visitors to our campus," says Bonnie Michelman, MGH Police, Security and Outside Services director. "We appreciate all of the support from employees who have reached out to the department to thank us for swiftly responding to recent incidents. Our thoughts are with both employees involved in these horrible random assaults. While the department continues its longstanding partnerships with outside security institutions and agencies to further advance our safety and protection strategies, we encourage all employees to feel empowered to play a role in keeping the campus safe by calling the department at any time for assistance. As always, we remain highly vigilant in our endeavors to maintain and uphold the utmost safety and security for all of our colleagues, patients and visitors."

Enroll in employee benefits

OPEN ENROLLMENT for 2010 benefits will take place from Nov. 2 through 22. Open enrollment is the only time of the year when MGH and MGPO employees can enroll in or change their benefits, unless they experience a qualified life event. Benefit changes made during open enrollment take effect Jan. 1, 2010.

Open enrollment packets have been mailed to employees' homes. Workers should be sure to read the newsletter, medical plan comparison chart, personal benefits summary and other materials inside their packet. Then, they should use PeopleSoft eBenefits to enroll by Nov. 22.

Starting Nov. 2, open enrollment materials also will be available on the MGH Benefits Homepage at *http://is.partners.org/hr/New_Web/mgh/mgh_benefits.htm.*

Public computer terminals with access to eBenefits are located at MGH's Employee Access Center at Bulfinch 107; 75 Blossom Court; the CNY Human Resources Office at Building 149, 7th Floor; and the Partners Benefits Office at 101 Merrimac St., 5th Floor. Monthly paid professional staff – MDs and PhDs – can access computers with eBenefits at the Professional Staff Benefits Office at Bulfinch 126.

Employees with questions about enrolling can attend a QuickStop, where Benefits and Human Resources staff can help, or a Benefair, featuring representatives from companies that work with the MGH to provide benefits. Schedules for these resources will be included on the back of newsletters provided in open enrollment packages.

Employees also can contact the Benefits Office with questions at 617-726-8133 or *ibenefits@partners.org.* Monthly paid professional staff can contact the Professional Staff Benefits Office at 617-726-9267 or *ProStaffBene@partners.org.*

WHAT'S HAPPENING

Blum Center 10th Anniversary Celebration

The Maxwell and Eleanor Blum Patient and Family Learning Center is hosting its 10th Anniversary Celebration Nov. 5 in the White Building, Room 110. An open house will be held from noon to 5 pm, with a speaking program featuring MGH President Peter L. Slavin, MD, beginning at 2 pm. Refreshments will be served. For more information, contact Jen Searl, MLS, at *jsearl@partners.org*.

Friends of the MGH Cancer Center holiday fundraiser

The Friends of the MGH Cancer Center will hold its 17th annual holiday fundraiser Nov. 12 beginning at 6 pm at Saks Fifth Avenue in Boston. Guests will receive a 15 percent discount toward items purchased during the evening, and five percent of all sales will be donated to the organization. Special guests include Rickie Freeman, designer and CEO of Teri Jon, as well as Elisha Daniels and Kelley Tuthill, authors of "You Can Do This! Surviving Breast Cancer Without Losing Your Sanity or Your Style." For more information, visit *www.massgeneral.org/cancer/friendsevent* or contact event organizers at 617-726-1063 or *friendsofmghcancer@gmail.com*.

Seminar on U.S. Permanent Residency

The Partners International Office is hosting a seminar on permanent U.S. residency for members of the clinical and research communities Nov. 6 from 9:30 am to noon at CNY Building 114, Conference Room D-1. Four attorneys who practice immigration law will present. To register, e-mail *receptionist@iandoli.com*.

Clinical trials registration seminar

The MGH Clinical Research Program and the Partners Human Research Quality Improvement (QI) Program are sponsoring a luncheon seminar, "Clinical Trials Registration: Demystifying *ClinicalTrials.gov*" Nov. 9 from noon to 1 pm in the Simches Research Center, Room 3.110. Sarah White, MPH, of Partners QI, will provide a comprehensive review of *ClinicalTrials.gov*, the clinical trial registry required by the FDA and some major medical journals. To register, visit *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

Seminar on presentations

The MGH Clinical Research Program and the Department of Psychiatry are sponsoring "How to Give a Presentation" Nov. 9 from 5:15 to 6:30 pm in the Simches Research Center, Room 3.110. Andrew A. Nierenberg, MD, of the Department of Psychiatry, will provide participants with the tools for giving effective presentations – organizing a talk, making slides, learning effective ways to present to an audience and managing performance anxieties. To register, visit *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

MGH 1811 Submit news tips and story ideas to MGH Hotline

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A SMALL BUT IMPORTANT GROUP: MGH physician assistants at the Liberty Hotel

Evening out recognizes MGH physician assistants

THERE ARE ONLY 42 OF THEM hospitalwide, but MGH's physician assistants (PAs) know the value of networking and raising awareness of the daily work they do. On Oct. 7, MGH held its fifth annual Physician Assistant Appreciation Dinner at Scampo in the Liberty Hotel.

"It's so nice to have each other as a resource," says Jerene Bitondo, PA-C, MGH's chief physician assistant, "Someone to go to who may have had different experiences."

Because there are so few of them, Bitondo says many physician assistants are the only ones in their group or practice, which can leave them feeling a bit isolated. Meeting together for this annual celebration is not only a social opportunity, but also an educational one, she says.

Part of the annual celebration is providing the hospital's newest PAs with gold pins, signifying their membership in this small but important group.

Rachael Colby, PA-C, joined the MGH this summer after graduating from Massachusetts College of Pharmacy and Health Sciences. She's a PA in the emergency room and received her pin during the annual dinner.

"This is really a nice gesture," she said while looking at the pin. "And it's a nice opportunity to get to know some of the other PAs at the hospital." ■

– United Way

(Continued from page 1)

pumpkin cookies – during the campaign. Coffee Central and Coffee South will offer "United Spice" coffee. Proceeds from each purchase will benefit the United Way.

To thank employees for their contributions to the United Way, all who donate are eligible to win one of many great prizes. Employees who submit their donation by Nov. 6 at 5 pm are eligible for the first prize drawing, which includes several autographed Patriots jerseys, a $250 gift certificate to the Liberty Hotel and a weekend stay at the Holiday Inn. Donations submitted by Nov. 13 at 5 pm will be entered into a second raffle for several more autographed Patriots jerseys, two tickets to the Dec. 27 Patriots game and pregame tailgate party, a big-screen TV and a one-night, weekend stay at the Liberty Hotel.

Additional prizes will be distributed throughout the course of the campaign. Employees should note that the earlier a donation is made, the greater the chances are to win one of these or other prizes.

There are many reasons to give – and each donation, no matter how large or small, can make a difference. For more information about the campaign or to donate, access *http://intranet.massgeneral.org/unitedway.* ■

11.06.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

Betancourt named to Boston Health Board

AS DIRECTOR of the Disparities Solutions Center (DSC) at MGH, Joseph Betancourt, MD, heads up the country's first organization devoted to the development and implementation of strategies to eliminate racial and ethnic disparities in health care. Since its establishment in 2005, Betancourt has been at the helm, guiding the DSC in its goals to develop and disseminate models for identifying and addressing racial and ethnic disparities in health care locally, regionally and nationally.

BETANCOURT

Recognizing his vast experience, Boston Mayor Thomas M. Menino recently appointed Betancourt to the Boston Public Health Commission's Board of Health. Betancourt succeeds Hortensia Amaro, PhD, a Northeastern University professor and director of the university's Institute on Urban Health Research, who resigned from the board in September after serving nearly eight years. Betancourt will begin his tenure in January.

"Dr. Betancourt will enable us to continue our progress and leadership in promoting the health and well-being of all Boston residents, particularly those who are most vulnerable," said Mayor Menino. "I am excited to have Dr. Betancourt's insight and experience to help guide public health policy in our city."

A key partner in Boston's efforts to close the disparities gap, Betancourt has

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MARKING A MILESTONE: Dreyfuss, center, with Jerrold and Lidia Rosenbaum

Seventy-five years strong

MGH Psychiatry celebrates 75 years of clinical care, research and teaching

MOST KNOW HIM as the Academy Award-winning actor from hit movies such as "Jaws," "Close Encounters of the Third Kind," and "Mr. Holland's Opus." But many do not know Richard Dreyfuss as someone who – like thousands of others – struggles with bipolar disorder. As keynote speaker at the MGH Department of Psychiatry's 75th Anniversary Gala, held Oct. 24 at the Westin Waterfront Hotel, he shared his thoughts on this very personal subject.

Speaking to the gathering of approximately 450 people, Dreyfuss discussed the illness and the benefits he received from taking medication to level his mood. He had publicly revealed that he suffered from manic depression in 2006.

Other special guests at the event included Jim Mongan, MD, president and CEO of Partners HealthCare; W. Gerald Austen, MD, MGH surgeon-in-chief emeritus and chairman of the Chief's Council; Jerrold Rosenbaum, MD, chief of Psychiatry; Avery Weisman, MD, who founded the MGH Psychiatric Consultation Service in 1956; Jerry Remy, Red Sox broadcaster; Joan Kennedy; and Rose Styron, poet and author.

The evening was a celebration of the Department of Psychiatry's 75-year history of caring for patients who suffer from severe psychiatric illnesses, including bipolar disorder, schizophrenia and depression. Throughout its 75 years, the reach of the department has been great, with one out of every eight patients admitted to medical and surgical units at the hospital receiving additional care from the psychiatric team. Among the department's accomplishments, its clinician researchers have directed or participated in the largest national studies ever conducted for bipolar disorder, depression and schizophrenia. Staff members also operate the largest clinical research and care program in the world for children with serious mental illness.

Since 1994, the department has earned the top ranking among psychiatry departments in the country

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IN MEMORIAM

Paul C. Zamecnik, MD

PAUL C. ZAMECNIK, MD, a renowned senior scientist in the Department of Medicine, died Oct. 27 at his home in Boston. He was 96.

"Dr. Zamecnik was one of the preeminent scientists of the 20th century and a role model for many who followed," says Dennis Ausiello, MD, chief of the Department of Medicine. "He was a man of passion and compassion, a true innovator and one of the most distinguished members of the MGH community. His many prizes distinguish the quality of his work, but the real measure of his impact came from the enthusiasm of every scientist who conversed with him, including many Nobel laureates who quite frankly felt he should have been among them for his work on protein synthesis. He will be missed but always remembered here at MGH."

Zamecnik joined the MGH in 1950 as an assistant physician and remained on staff until August 2009. He helped establish a strong focus on basic research at the hospital, serving on the Executive Committee on Research for more than 30 years and acting as chairman of the committee from 1954 to 1956.

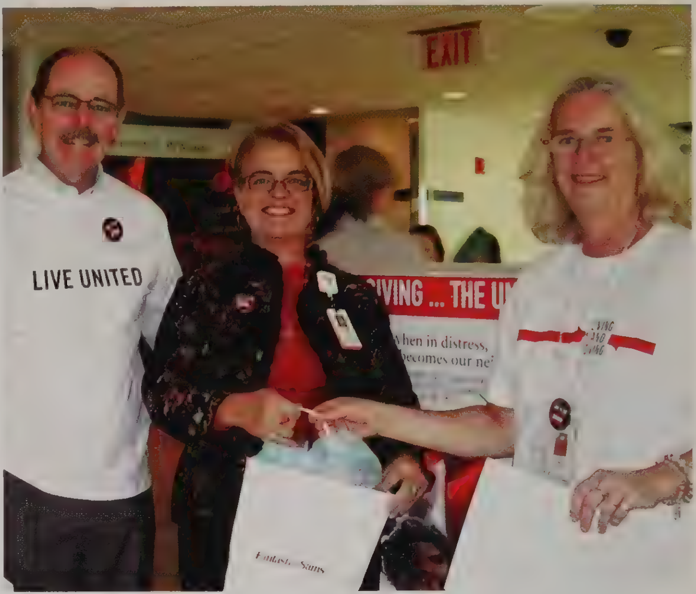
His lengthy scientific career was marked by several major discoveries. His first major breakthroughs came in the 1950s as he elucidated the process in which proteins were made in addition to developing the first cell-free system for studying them. With the help of MGH colleague Mahlon Hoagland, MD, in 1956 Zamecnik co-discovered transfer RNA, a molecule that plays a crucial role in assembling amino acid molecules into protein chains.

In the 1970s, Zamecnik's research opened the door to a new field – antisense technology. He is credited with developing the technique in which the growth of a virus can be halted by selectively blocking its gene expression. Laboratories around the world are now working on ways to use antisense technology against human disease.

For these significant breakthroughs, Zamecnik received numerous major awards and recognitions, including three John Collins Warren Triennial Prizes, the Presidential Medal of Science and the Albert Lasker Award for Special Achievement in Medical Science – an award widely considered to be the American version of the prestigious Nobel Prize.

"My father worked up until the end of this past August because he wanted to press on with his scientific projects," says Zamecnik's daughter, Karen Piersen, who worked with him in his lab during the last five years. "He did not consider his scientific endeavors to be work, but pleasure – the excitement of pushing the frontier of molecular biology."

Zamecnik is survived by his three children, seven grandchildren and two great-granddaughters.



GIVING AND RECEIVING: Rolling rally cart staffers Ruth Stokes, of Emergency Services, right, and Chris O'Keeffe, of the United Way, left, present an instant prize to MGH United Way donor Mildred Leblanc, RN, BSN, center, of the Center for Quality and Safety.

United Way campaign begins second week

WITH A RED RIBBON threaded throughout posters, fliers and all campaign materials, the 2009 United Way campaign launched Nov. 2 is now in full swing at the MGH. As a symbol that all individuals share a common bond both to each other and to the larger community, the red ribbons can be seen on posters featuring MGHers and United Way clients across the campus and off-site locations.

The campaign reached its midway point Nov. 6 and will continue through Nov. 13. To date, MGHers have donated nearly $350,000 toward the campaign goal of $500,000. The tally of funds raised includes donations from employees already contributing to the United Way through a payroll deduction. All are encouraged to help meet this year's goal by donating and joining colleagues in making a difference in the lives of thousands of children, families and individuals.

Helping those in need is a reward in itself. But as a way to thank employees for contributing, all who donate – including those whose donations are automatically renewed by rollover payroll deduction – are eligible to win one of many great raffle prizes given away throughout the two-week campaign. In addition, employees seen wearing their "I Gave to the United Way 2009" pins by rolling rally cart staffers are eligible to win instant prizes from now until Nov. 13. Pins can be picked up at the Employee Access Center at Bulfinch 107.

Finally, those who contribute a minimum of $3 a week, $13 a month or a one-time gift of $156 to a United Way Targeted or Community Fund can become a member of the United Way's "Caring Club." This exclusive program offers special discounts for a range of local and national retailers.

For more information or to donate, visit *http://intranet.massgeneral.org/unitedway.* ■

Vascular Center celebrates five years

MORE THAN 100 MGH Vascular Center physicians, nurses and staff members gathered at the Liberty Hotel ballroom Oct. 28 to celebrate five years of excellence in clinical care, education and research. A panel of speakers highlighted the center's accomplishments and goals, while employees took the opportunity to mingle with colleagues who work in one of the seven disciplines comprising the world-class center.

Michael R. Jaff, DO, medical director of the MGH Vascular Center, welcomed attendees. "This is a celebration for all of you, and it is through your efforts that we are where we are today," he said.

Speakers at the event included Peter L. Slavin, MD, president of MGH; Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development; Eric M. Isselbacher, MD, associate director of the MGH Heart Center and co-director of the Thoracic Aortic Center; and Jackie Somerville, RN, PhD, associate chief nurse.

Janice Williams, a Vascular Center patient, recounted her personal story about how she regained her life after debilitating pain caused by a narrowed artery nearly ended her days as a competitive runner. For four years she sought out a diagnosis for what was causing her excruciating leg pain – which most doctors decided was an orthopedic or psychosomatic issue – before finding the Vascular Center.

"So many people here cared about me getting better," said Williams. "I did not have a life-threatening problem, but everyone at the Vascular Center took the time to care about my quality of life."

Looking toward the future, Jaff lauded efforts by the Vascular Center to establish a physician-consultation line where referring physicians can get quick answers from experts in vascular care. There are also plans to strengthen collaborations with the MGH Heart Center and establish a quarterly "Lunch with the Leaders" series in which employees would be given a forum to interact with Vascular Center leaders.

– MGH Psychiatry

(Continued from page 1)

in the annual "Best Hospitals" survey of *U.S. News & World Report.*

"This is a thrilling time of accelerated discovery and promising clinical care avenues in psychiatry," Rosenbaum told the crowd. "To be sure, these avenues will require continued material and human investment if our next 75 years are to be as fruitful as our first."

During the evening, Rosenbaum and Lee Cohen, MD, founding director of the MGH Center for Women's Health, presented the Chief of Psychiatry Philanthropy Awards to two longtime friends of the department – Carroll M. Carpenter and Michele Kessler, co-founders of the MGH Leadership Council for Psychiatry.

The Department of Psychiatry includes more than 600 psychiatrists and psychologists engaged in research, patient care and teaching, and 100 psychiatry residents, psychology interns and postgraduate fellows. Its members have made groundbreaking discoveries, such as linking genetic abnormalities with specific psychiatric illnesses and employing powerful new imaging techniques to identify parts of the brain associated with mental illness. In addition, MGHers in the department have developed innovative treatments, including new medication combinations and therapies to help people suffering from persistent illness; innovative prevention strategies for children at risk; new models of talk therapy; and effective treatments for victims of head injury and combat trauma.

For more information about the Department of Psychiatry, access *http://www.massgeneral.org/psychiatry.* ■

Chaplaincy brings sounds and spirit to Pastoral Care Week

AS PART OF THE HOSPITAL'S annual observance of Pastoral Care Week, the MGH Chaplaincy brought an eclectic mix of lively music and insightful narrative to the hospital Oct. 21 when public radio's Ellen Kushner, host of "Sound & Spirit," presented "The Human Family" in the O'Keeffe Auditorium.

On behalf of the MGH Chaplaincy Department, staff chaplain Rev. Daphne B. Noyes had invited Kushner to be the keynote speaker for their observance, which had the theme, "Many Faiths, One Purpose: Caring for the Spirit at MGH." Held from Oct. 19 through 23, the week offers hospitals and institutions across the country an opportunity to recognize the spiritual caregivers in their midst and learn about the many ways staff chaplains contribute to patient- and family-centered care.

During the event, Kushner played a compilation of music from her computer amplified through the auditorium's sound system. Guests enjoyed listening to music from individuals and groups from locations around the world, including Zaire, Uganda, Japan, Tibet and Madagascar. Introducing each inspiring musical selection, Kushner provided interesting narratives related to the particular song and the "human family," describing each group's uniqueness in exploring beliefs about birth, death and the afterlife.

"The chaplaincy received lots of positive feedback about Ellen's presentation, not only from MGH staff, but also from guests from neighboring health care and educational institutions," Noyes said. "'The Human Family' offered a soothing break to many people's hectic schedules and a refreshing perspective on the diversity we celebrate and the common themes that unite us."

Kushner's program can be heard on WGBH 89.7 FM and public radio stations nationwide. For more information about the MGH Chaplaincy Department, call 617-726-2220.

SOUNDS AND SPIRIT: From left, Mary Joblokow, MGH volunteer and Chaplaincy Eucharistic minister, Noyes and Kushner at the prayer tree on display at "The Human Family" event

2009 Ernesto González Award

CARMEN VEGA-BARACHOWITZ, MS, CCC-SLP, director of Speech, Language, Swallowing and Reading Disabilities, was presented the 2009 Ernesto González Award for Outstanding Service to the Latino Community during an Oct. 23 awards ceremony held in the East Garden Room. Vega-Barachowitz accepted the award from Ernesto González, MD, of MGH Dermatology, and in her acceptance speech, called the award's namesake a role model.

"For me, Dr. González paved the way," she said. "My job and the job of all of you are to pave the way for other people."

The González Award has become an MGH tradition and is celebrated each year as part of the hospital's recognition of Latino Heritage Month. The award acknowledges MGHers who, like González, have made lasting contributions to the Latino community. ■

PAVING THE WAY: González, left with Vega-Barachowitz

WHAT'S HAPPENING

Eldercare discussion group

The Partners Employee Assistance Program (EAP) will host an eldercare discussion group Nov. 10 from noon to 1 pm in the Yawkey Center, Room 10-650. Janet T. Loughlin, LICSW, CEAP, of Partners EAP, and Barbara Moscowitz, LICSW, MGH geriatric social worker, will facilitate. Attendees are invited to bring their lunch. For more information, call 617-726-6976 or visit *www.eap.partners.org*.

Seminar on budgeting and tracking clinical research

The MGH Clinical Research Program, MGH Research Compliance Office and the Partners Clinical Research Office are sponsoring a two-part seminar series, "Budgeting and Tracking for Clinical Research," Nov. 12 and Nov. 16 from 2 to 3:30 pm in the Simches Research Center, Room 3.120. Jennifer Kim, of the Partners Clinical Research Office, will describe how to create a budget, negotiation strategies and the approval process for corporate-sponsored trials. Deb Thiboutot, of the MGH Research Compliance Office, will review financial reporting resources available to manage patient study charges, stipends and sponsor payments. To register, access *http://hub.partners.org/catalog*. For questions, contact Hillary Dearborn at 617-726-3310.

Steps to Success seminar

MGH Training and Workforce Development will offer the first seminar in its Steps to Success series, "Paying for College" Nov. 17 from noon to 1 pm in the Yawkey Center, Room 7-980. A financial aid expert from the Education Resources Institute will present and answer questions. Employees who plan to attend should send an e-mail to *mghtraining@partners.org* with the subject line "Paying for College."

Public health and technology conference

The Harvard School of Public Health's Public Health and Technology Forum will host the first annual Public Health and Technology Conference Nov. 16 at the Joseph B. Martin Conference Center at Harvard Medical School. Leading experts will discuss the potential of health information technology to improve health delivery. For more information or to register, visit *www.hsph.harvard.edu/phat*.

MGH Senior HealthWISE

MGH Senior HealthWISE is offering a free lecture for seniors 60 years and older, "The Voice and Aging" Nov. 12 from 11 am to noon in the Haber Conference Room with speaker James Burns, MD, FACS, of the MGH Center for Laryngeal Surgery and Voice Rehabilitation. For more information, call 617-724-6756.

Nominations for the Nathaniel Bowditch Prize

Nominations are currently being accepted for the 2010 Bowditch Prize. The $5,000 award is presented annually to an MGH employee who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. Nomination forms are available by contacting Suzanne Williams at 617-726-8254 or *swilliams7@partners.org*. Nominations are due by Dec. 1 and should be sent to Andrew Warshaw, MD, MGH surgeon-in-chief, at White 506.

IN GENERAL

Eric C. Liao, MD, PhD, of the Division of Plastic and Reconstructive Surgery, is the 2010 recipient of the American Surgical Association Foundation Fellowship. The two-year fellowship supports and encourages talented young surgeons who choose careers in investigation and academic surgery. Liao is researching the genetic basis of cleft lip and palate malformation. He will be mentored by Patricia Donahoe, MD, chief emeritus of Pediatric Surgical Services and director of Pediatric Surgical Research Laboratories.

– Betancourt

(Continued from page 1)

served on several Institute of Medicine (IOM) committees, including the Committee for Guidance in Designing a National Health Care Disparities Report, the Committee on Understanding and Eliminating Racial and Ethnic Disparities in Health, and the IOM's Roundtable on Health Literacy. He also has served as a member of the Massachusetts Special Commission to End Racial and Ethnic Health Disparities.

"It is an honor to be named to the Boston Public Health Commission's Board of Health, and I am thankful to Mayor Menino for putting his trust in me," says Betancourt. "I look forward to working with the members of the Board and the wonderful and talented leadership of the Boston Public Health Commission. I will certainly do all I can to assure that Boston becomes one of the healthiest cities in the nation, and that all residents, regardless of their background, benefit equally from our work."

Submit news tips and story ideas to MGH Hotline

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11.13.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

MAKING STRIDES IN PATIENT SAFETY: From left, Marjorie Noone, RN, BSN, of Obstetrics and Gynecology; Nicholson; Jackie Somerville, RN, PhD, associate chief nurse; Christine Schifiliti, of Partners Information Systems (IS); Timothy Hughes, of Partners IS; and O'Malley

EMAPPS Rollout Complete

THE 8-MONTH LONG, hospitalwide inpatient unit implementation of the Electronic Medication Administration Process for Patient Safety (EMAPPS) – a safer, more efficient method of administering and documenting medications – reached its culmination on Oct. 20.

Using a system of bar-coded medications, patient wristbands and clinician identification badges, EMAPPS electronically links steps in the medication administration process to prevent medication-related errors.

"This major medication safety initiative, led by a truly dedicated and talented team, has been implemented at the MGH in a very timely manner," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "Because of this work, our medication processes are safer; our patients are safer; our staff members are safer. This is all a very good thing."

The rollout, which began in March 2009, required collaboration and support from departments across the hospital, including a hardware installation team, information systems analysts, clinicians, nursing coaches, pharmacists and project leaders. Those involved with the project celebrated their achievement Nov. 6, gathering in the Bulfinch Tent to congratulate one another and enjoy food and music.

"Over the course of the rollout, EMAPPS was put into effect for approximately 900 beds," says Brit Nicholson, MD, MGH senior vice president and chief medical officer, who spoke at the event. "That's a big accomplishment – and a big step in ensuring patient safety."

The system will continue to undergo enhancements to meet end-user needs. For more information about EMAPPS, contact Rosemary O'Malley, RN, staff specialist for the Department of Nursing, at 617-726-9663 or *romalley@partners.org.* ■

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POINTERS FROM PACT: Lance Armstrong as a cartoon in a special episode of "Arthur"

Talking with children about cancer

RECEIVING A CANCER DIAGNOSIS is always difficult, but for many patients an additional challenge is finding a way to talk with the children in their lives about their cancer diagnosis and treatment. To address this challenge, clinicians from the MGH Cancer Center's Marjorie E. Korff Parenting At a Challenging Time (PACT) Program, WGBH and the Lance Armstrong Foundation collaborated to create a new half-hour episode of the PBS cartoon "Arthur" and an accompanying educational booklet.

"Arthur" chronicles the life of a young aardvark and his everyday adventures with friends and family. In the special episode, "The Great MacGrady," Arthur

(Continued on page 4)

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Honoring MGH telephone operators

A PHONE CALL AWAY: Several of the MGH hospital operators at their offices on White 14

WHEN VISITORS, EMPLOYEES OR PATIENTS call the hospital's main number at 617-726-2000, they may be trying to find a patient's information, a department phone number, on-call schedules or other numbers for hospital information. Each call is quickly answered and directed to the appropriate extension by calm and friendly professionals – the MGH hospital operators. This group of hospital employees is literally the voice of the hospital during these phone calls, and this past October, Hospital Operators Month, the MGH community recognized their hard work, constant resolve and patience.

"We're like the gateway to the hospital," says Ashley Brent, who has been a hospital operator for the past four years while working toward a nutrition degree at Simmons College.

Last year alone, MGH's operators received an astounding 4,034,748 incoming calls. On White 14, the 40-member staff works around the clock to provide 24-hour service. In addition to directing calls from the hospital's main number, operators also have the responsibility of processing all hospital codes.

"We're trying to get everyone to their proper destination," says Sam Dottin, the team leader of Hospital Telephone Operators at both the MGH and BWH. Dottin also emphasizes the importance of customer service with every call.

Though they continue to mourn the recent loss of their beloved colleague, Maggie Byron, a 30-year member of the team who died several months ago, the operators continue to strive for remarkable customer service. "We're like a small family in a great big organization," says longtime operator Cheryl Hassey. ■

MGH United Way campaign makes a difference

THROUGH THE UNITED WAY CAMPAIGN, MGH employees are able to directly help members of their community.

Erika Diaz is one of the thousands of grateful clients who has been helped by an agency supported by the United Way of Massachusetts Bay and Merrimac Valley. Diaz cannot work because she cares for her four children at home. The children's father and sole provider recently lost his job, leaving the family in a difficult financial situation. With no steady income, Diaz realized she could not pay the next month's rent. Fortunately, Catholic Charities of Boston, one of the many partner organizations supported by the United Way, stepped in to help. They paid the rent bill to help Diaz and her family through the difficult time.

Diaz was one of two Catholic Charities of Boston clients featured in the MGH United Way campaign poster series. All of the posters are connected by red ribbons, indicating the link between every member of the community and the importance of helping those in need.

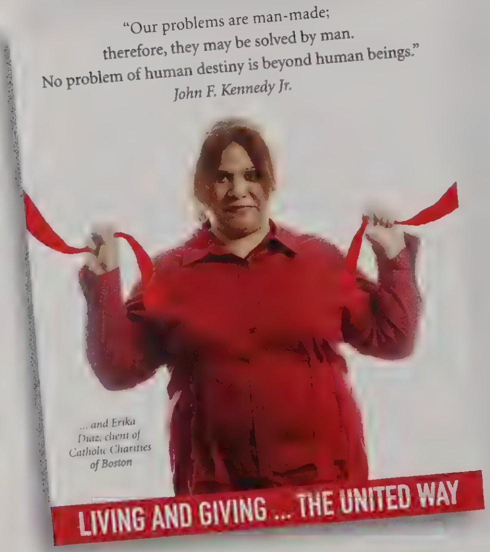
"Right now is hard for the entire country," says Diaz. "Organizations like Catholic Charities can help people like me who are in difficult situations. I am so thankful."

While the two-week campaign came to a close Nov. 13, donations will still be accepted through the end of the year and truly make a lasting difference in the lives of many.

"We want to thank all of our MGH colleagues who contributed to the 2009 campaign," says Tim Ferris, MD, MPH, co-chair of the campaign and medical director of the MGPO.

"Every donation makes a difference," adds Laurie Ball, co-chair and senior administrative director of the Department of Psychiatry. "We are thrilled to have had another successful year."

MGHers who have not yet donated but would like to can do so at *http://intranet.massgeneral.org/unitedway.*


"Our problems are man-made;
therefore, they may be solved by man.
No problem of human destiny is beyond human beings."
John F. Kennedy Jr.
... and Erika Diaz, client of Catholic Charities of Boston
LIVING AND GIVING ... THE UNITED WAY

GIVING BACK: Diaz, who was featured in one of the MGH United Way campaign posters, helps out at her local food bank.

MGH PrimeCare offers lifeline

HER LETTER STARTS OUT hesitatingly – unsure of how to begin to express the sincere gratitude to the staff of registered nurses at MGH PrimeCare, a care management group that offers assistance in coordinating the care of elderly loved ones. The group was established in 2005 and has offered comprehensive care management for hundreds of families, including that of "Jane."

"Do I begin with my father's story and how PrimeCare has without a doubt extended his life?" she writes. "Or with my mother's story where PrimeCare has given her a new lease on life through their direct intervention with her doctors and assisting her with the medications she takes?"

For many months, Jane's struggles caring for her elderly parents seemed like an impossible task to manage on her own. But when her father's MGH primary care doctor suggested she contact MGH PrimeCare, she and both of her parents received the geriatric care management guidance and ongoing support that they all needed.

MGH PrimeCare supports the geriatric care needs of both MGH patients and employees. Since its establishment, the group has cared for hundreds of families like Jane's. The three care managers are registered nurses with significant experience in nursing and geriatric case management. Recently, two successfully completed the requirements to earn their Case Manager Certifications – a new and important licensing requirement for the profession. These highly trained and experienced PrimeCare nurses understand the many layers of complex care and needs that can be a part of an elder person's unique daily living and medical challenges. The nurses offer not only expertise in geriatric care management but also understanding and empathy that allows them to provide guidance and options to help maintain the individual's dignity and self esteem.

PRIME CAREGIVERS: From left, seated, Barbara Maxey, RN; Janet Sobel-Medow, RN, and from left, standing, Joanne Wooldridge and Kerry Davis, RN

"In the space of 12 months, PrimeCare helped me and my parents as they transitioned from being a semi-independent couple to having their home converted into a fully equipped, handicapped-accessible center with 24-hour caregivers and an endless stream of support," writes Jane. "The bottom line is that PrimeCare has become the lifeline for my parents to continue to live safely and with dignity at home. Words cannot express the appreciation they and I feel. The primary care manager has tirelessly advocated for us and followed through on managing my parents' continuing and changing needs. I owe the team at PrimeCare a special debt of gratitude."

MGH PrimeCare is a private fee-for-service program that may be covered by some long-term care insurance policies. The program offers discounted rates to MGH employees and their families. For more information about the program and its services, call 617-726-4488 to schedule a free consultation or access *www.massgeneral.org/primecare.* ■

Quality & Safety

MGH Quality and Safety website wins a gold

AS A LEADER in hospital transparency, the MGH regularly tracks and publishes dozens of key quality measures and patient safety indicators, comparing its performance to overall goals and taking steps to continually improve. As part of its goal to always have its performance reports available to the public, in 2008 the hospital launched a comprehensive health care quality and patient safety website at *http://qualityandsafety.massgeneral.org.*

The site provides reports of the hospital's performance on a variety of quality measures segmented into four categories: Delivering the Right Care, Keeping Patients Safe, Listening to Patients and Providing Equitable Care. The data is displayed in easy-to-read graphs and other visuals and includes explanations of each metric, how the hospital compares to established benchmarks and improvement over time.

Maintained by the staff of the Edward P. Lawrence Center for Quality and Safety (CQS) at MGH, the website recently was awarded a gold 2009 eHealthcare Leadership Award by Strategic Health Care Communications. Winners were recognized Nov. 4 during an awards presentation at the 13th Annual Healthcare Internet Conference in Las Vegas. Sarah Lenz, CQS manager of Measurement Development, accepted the award on behalf of the hospital. The MGH quality and safety site was highlighted for the volume of measures included, for the posting of nationally recognized measures by race and for transparency, such as posting serious reportable events.

"We were thrilled to have been recognized by Strategic Health Care Communications with this gold award for our work in creating and maintaining an extensive website," says Elizabeth Mort, MD, vice president for Quality and Safety and MGH associate chief medical officer. "The site provides a forum for the MGH to publish various quality measures and to highlight the incredible quality improvement efforts by groups across the hospital."

More than 1,100 entries were received from a wide range of health care organizations across the country. Organizations entered the competition under one of 17 classifications to compete against others of comparable size, type and resources. There were 12 award categories, and the MGH quality and safety website won in the "Best Quality and Safety Communication" category. In addition, the MGH homepage won a platinum award for "Best Design," and the MGH Heart Center won a silver, also for "Best Design."

Quality & Safety

WHAT'S HAPPENING

BHI programs move to MGH West

The Cardiac Wellness and Lighten Up programs, offered by the Benson-Henry Institute for Mind Body Medicine at MGH, have recently moved to MGH West at 40 Second Avenue in Waltham. To register for the Cardiac Wellness Program, a comprehensive lifestyle modification program that has documented success in reducing cardiovascular risk and improving quality of life, call 781-487-6100. To register for the Lighten Up Program, a 20-session outpatient treatment program designed to correct and maximize metabolism through changes in lifestyle behaviors and attitudes, call 617-643-6054.

Annual Farahe Maloof Lecture

The MGH Thyroid Unit will host the 23rd Annual Farahe Maloof Lecture Nov. 17 from noon to 1 pm in the Ether Dome. Matthew Ringel, MD, of the Arthur G. James Comprehensive Cancer Center, will present "Defining Key Signaling Pathways in Progressive Thyroid Cancer: Linking Clinical Practice with Laboratory Research." For more information, contact Ivy Babbit at 617-726-9036.

Submit news tips and story ideas to MGH Hotline

Case Management rolls out a new computer system

The MGH Case Management Department is going live Nov. 16 with a new application known as "MCCM." The application will support enhanced business workflows and improve automation of daily operations. Rollout will cover all inpatient and Emergency Department case management services. During this time, additional staff members and a specialized project team will be available to help with any issues. For questions or concerns, contact 617-726-3666.

Annual Irvin H. Blank Lecture

The MGH Wellman Center for Photomedicine will host the annual Irvin H. Blank Commemorative Lecture, "Gene Hunting within the Cutaneous Basement Membrane Zone," Nov. 30 from 5:30 to 6:30 pm in the Simches Research Center, Room 3.120. A reception will follow at 6:30 pm. John McGrath, MD, professor of Molecular Dermatology and head of the Genetic Skin Disease Group at St. John's Institute of Dermatology in London, will be the guest speaker. For more information, contact Nicole DeVoe at *ndevoe@partners.org*.

MGH Senior HealthWISE

MGH Senior HealthWISE will offer the following free events for seniors ages 60 years and older: a lecture, "Healthy Kidneys: What Are These Beans?" with Laurie Biel, RN, BSN, CNN, of the Peritoneal Dialysis Unit, and Chris Pacheco, NP, of MGH Renal Associates, Nov. 19 from 11 am to noon in the Haber Conference Room; a book club meeting on "Reading Lolita in Tehran: A Memoir in Books," by Azar Nafiza from 3 to 4 pm Nov. 19 at the West End Library, 151 Cambridge St.; and a hypertension screening Nov. 23 from 1:30 to 2:30 pm in the West End Library. For more information, call 617-724-6756.

Genetics and clinical research seminar

The MGH Clinical Research Program is sponsoring a seminar, "Genetics and Clinical Research: Points to Consider," Nov. 17 from 2:30 to 4 pm in the Simches Research Center, Room 3.110. Lisa Lehmann, MD, PhD, director of the BWH Center for Bioethics, will review some major issues involved in genetics and genomics research, including the definition of genetic testing and research, the return of research results, consent of family members, and DNA and tissue banking. To register, visit *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

FDA inspections seminar

The MGH Clinical Research Program, Partners Quality Improvement (QI) Program and the Partners IRBs are sponsoring "FDA Inspections, 483s and Warning Letters: How to Avoid and Survive Them" Nov. 19 from 2 to 3 pm, in the Simches Research Center, Room 3.120. Sarah White, of Partners QI, and Elizabeth Hohmann, MD, of Partners IRBs, will review how FDA visits work and discuss problems encountered by investigators and how to avoid them. To register, visit *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

QUOSA seminar

The MGH Clinical Research Program and Treadwell Library are sponsoring "QUOSA: An Information Manager" Nov. 18 from 3:30 to 4:30 pm in the Simches Research Center, Room 3.120. A trainer from the Treadwell Library will instruct participants on how to use QUOSA, an easy-to-learn software program for searching, analyzing, monitoring and organizing biomedical literature and personal PDF documents, Word documents, and PowerPoint slides. To register, visit *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

– Arthur

(Continued from page 1)

and his friends learn that their favorite lunch lady, Mrs. MacGrady, has been diagnosed with cancer. Like many children who receive this difficult news, Arthur and his friends each react differently. Some of the characters visit Mrs. MacGrady and bring her gifts, while others ignore the diagnosis or become upset. The episode helps children learn about cancer and offers different ways they may choose to help.

The episode premiered at an Oct. 18 event at the WGBH studios in Brighton and aired daily on public television across the country during the week. An expert panel of professionals participated in a question-and-answer session following the premiere, which was moderated by Paula Rauch, MD, director of the MGH Cancer Center PACT Program and a longtime consultant to the show. Webcasts of the "Arthur" episode are available online and the educational booklet is available on the LiveStrong website.

"One in four patients being treated for cancer is the parent of a school-aged child, and almost all children will know someone who faces cancer," says Rauch. "'The Great MacGrady' episode of the PBS cartoon 'Arthur' addresses the feelings and reactions of young children to someone they care about with cancer. With its wide viewership, it is a wonderful way to address this common challenge faced by children."

The MGH Cancer Center PACT Program is named in honor of Marjorie E. Korff, a loving wife and mother. Her family generously donated an endowment to the program, which helps support free parenting consultations offered to families facing the challenges of a parent with cancer. To learn more about the PACT Program, visit *www.mghpact.org*.

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AT EASE: At Fenway Park, Parrish speaks to guests, including servicemen and women from Fort Devens and Hanscom Air Force Base.

Help from Home Base

Five-kilometer walk honors and supports U.S. veterans

ON VETERANS DAY, individuals across the United States paused to honor those brave men and women who have served or are currently serving in the armed forces. In Boston, MGHers, Red Sox staff and U.S. servicemen and women marked the day with a five-kilometer walk from the MGH main campus to historic Fenway Park. The Nov. 11 walk was an opportunity to honor veterans, including those who work at the MGH, and to actively support them by raising funds and awareness for the Red Sox Foundation and Massachusetts General Hospital Home Base Program. The event also served as a venue to announce an upcoming fundraiser, "Run to Home Base."

The Home Base Program was launched this past September to provide specialized clinical services for veterans of the Afghanistan and Iraq wars affected by post-traumatic stress disorder (PTSD) or traumatic brain injury (TBI). The program, which works in collaboration with the Department of Veterans Affairs, offers family counseling services, provides educational resources on PTSD and TBI, and conducts research to improve the care of veterans with these conditions.

During next year's "Run to Home Base" event, organizers plan to have participants cross Fenway Park's home base as the finish line. All proceeds will support the Home Base Program. Official dates and details will be announced in early 2010.

"We were pleased to be able to recognize veterans on this special day for their valued service to our country," says John Parrish, MD, director of the Home Base Program, executive director of CIMIT and a former Marine Corps medical officer who served in the Vietnam War. "At the same time, we were able to spread the word about the new Home Base Program and ways in which folks throughout New England can get involved to support the program's services and mission."

For more information about the Home Base Program, visit *www.homebaseprogram.org.* ■

Local Nursing News | Long-Term Care: Depression Often Untreated | RN Jobs Inside
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New England CNOs Offer Career Tips

Two MGH nurses honored nationally by *Nursing Spectrum*

THE MGH DEPARTMENT OF NURSING recently celebrated a significant event: Two of the six 2009 Nursing Excellence National Nurse of the Year honorees are MGH nurses. Grace Good, APRN, BC, team leader of Team 5 in the Hospitalist Medical Service, and Adele L. Keeley, RN, BSN, MA, nursing director of the Medical Intensive Care Unit, received top honors in the Clinical Care and Management categories, respectively.

"We were delighted to learn of this exciting news from *Nursing Spectrum*," says Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse. "We have a stellar nursing staff at the MGH, and to have both of these fine nurse leaders recognized for their excellence in clinical care and management is absolutely wonderful and well deserved."

The annual *Nursing Spectrum* awards program recognizes the important contributions nurses offer to patients,

(Continued on page 4)

NATIONAL HONORS: Keeley, front, and Good on the cover of *Nursing Spectrum* magazine.

Blum Center marks ten-year anniversary

FOR TEN YEARS, the Maxwell and Eleanor Blum Patient and Family Learning Center has offered educational support to patients and families in a comfortable and friendly environment. On Nov. 5, the center marked its anniversary with a commemorative event.

Taryn Pittman, RN, MSN, manager of the Blum Center, welcomed attendees, including special guests Betty Ann Blum, daughter of Maxwell and Eleanor; Jeanette Ives Erickson, RN, MS, FAAN, senior vice president for Patient Care and chief nurse; Gaurdia Banister, RN, PhD, executive director of The Institute for Patient Care; and Sally Millar, RN, MBA; director of Patient Care Services Informatics and Patient Advocacy.

Banister presented findings from a survey of patients who use Blum Center resources. Of those surveyed, 97 percent said they were able to learn more about their illness or condition; 89 percent reported that the information helped them better communicate with and ask questions of their caregivers; and 85 percent said they became more involved in their treatment decisions.

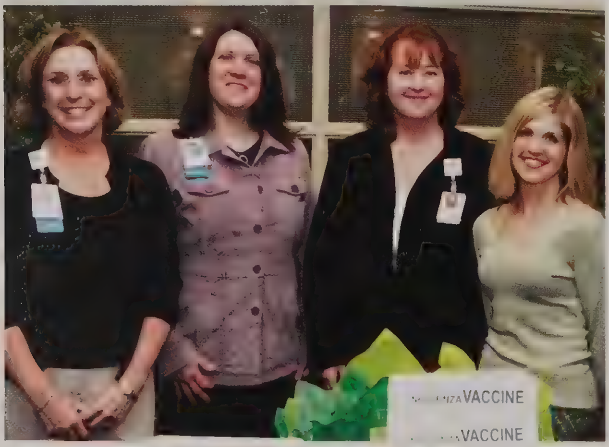
She also read several patient testimonials, including one in which a metallurgist found information at the Blum Center that led him to recognize he could have high ferritin levels. This condition, if left untreated much longer, could have been fatal.

Ives Erickson gave a special thank you to the Blum family for helping such patients and emphasized the wide-reaching, positive influence the Blum Center has had at the MGH.

"The prominent and centralized location of the Blum Center emphasizes our dedication to our patients," said Ives Erickson. "They deserve a wonderful place like this."

Said Betty Ann Blum in closing, "I learned from my parents how committed they were to this hospital and its patients. Today is a time to express my gratitude to the amazing staff who carry out the legacy of their philanthropy."

RESPECTED RESOURCES: From left, Pittman; Christine Greipp, MLIS, health education research coordinator; Judy Gullage, RN, patient education nurse; and Jen Searl, MLS, health educator



PORTRAIT OF A PIONEER: From left, Henrik Malchau, MD, PhD, co-director of the Harris Orthopædic Biomechanics and Biomaterials Laboratory; Andrew Freiberg, MD, chief of the MGH Adult Reconstructive Surgery Service; Harris; Orhun Muratoglu, PhD, co-director of the Harris Orthopædic Biomechanics and Biomaterials Laboratory; and Rubash

Recognizing an MGH innovator

IN 1970, WILLIAM HARRIS, MD, DSC, director emeritus of the MGH Harris Biomaterials and Biomechanics Laboratory, established the Advances in Arthroplasty course. Nearly 40 years later, Harris is now director emeritus of the course, which is held annually by the MGH Department of Orthopædic Surgery in collaboration with the BWH Department of Orthopædic Surgery, and attracts participants from around the world.

Through keynote addresses, symposia, video vignettes and live surgery broadcasts, Advances in Arthroplasty offers state-of-the-art continuing medical education on hip and knee joint replacement, hip arthroscopy and the treatment of young patients with hip disease. A significant number of the advances shared over the years in the course were made by Harris and his colleagues.

Among Harris' many accomplishments is shedding light on osteolysis, the deterioration of bone tissue around a joint replacement implant, and his work in developing highly cross-linked polyethylene to counter the issue. He also is renowned for performing the world's first successful total hip replacement in a patient with a total congenital dislocation of the hip and for creating the first effective cement-free acetabular component.

In honor of Harris' lasting contributions, Warren and Lucia Prosperi – who painted "The Birth of Modern Surgery," which hangs in the MGH Ether Dome – painted Harris' portrait. The painting was unveiled Oct. 28 during the Advances in Arthroplasty course at the Hyatt Regency Hotel in Cambridge and is now on display in the Harris Conference Room on White 10.

"The results of Dr. Harris' scientific work and teaching have been felt worldwide," says Harry E. Rubash, MD, chief of the MGH Department of Orthopædic Surgery and one of the course directors. "Hundreds of thousands of patients have led longer and fuller lives because of his work. All of us who have had the opportunity to know him are dazzled by his extraordinary skill as a physician, teacher and scientist. We are privileged to call him our friend and colleague." ■

MGH Center for Pain Medicine renovates and expands

PAIN-FREE: From left, Cornuet, Wiener-Kronish, Prestipino, Slavin, Rathmell and Chapman Moss

AS ONE OF THE LARGEST and most advanced pain centers in the Northeast, the MGH Center for Pain Medicine offers multidisciplinary care for individuals with acute, chronic and cancer-related pain as well as coordinated consultative services for hospitalized and ambulatory patients. The center – located on the third floor of the Wang Ambulatory Care Center – recently underwent a major renovation with approximately 1,200 square feet added and interiors refurbished.

The center now accommodates an additional fluoroscopy suite, two patient exam rooms, a waiting room, a staff lounge and multipurpose fellow and physician workspaces. The floor plan for the center was reconfigured to provide enhanced patient-centered care and ensure patient privacy and comfort. During the renovations, the center also transitioned all of its patient records to electronic systems.

MGH employees, patients and referring physicians had the opportunity to see the new space Nov. 2 at an afternoon open house. Approximately 200 guests visited the center, touring the addition and meeting center staff. Leaders from the Department of Anesthesia, Critical Care and Pain Medicine at the event included Jeanine P. Wiener-Kronish, MD, chief of the department; James P. Rathmell, MD, chief of the Division of Pain Medicine; Susan Chapman Moss, executive director of the department; and Don Cornuet, administrative manager. Remarks were given by Peter L. Slavin, MD, MGH president, and Ann Prestipino, senior vice president of Surgical and Anesthesia Services and Clinical Business Development.

"Today, we congratulate you on the development of such wonderful new space, the excellent care you provide to so many, and your dedication and phenomenal achievements in the field of pain medicine," said Slavin.

Added Prestipino in her remarks: "Over the past two years, we have seen not only the opening of this clinic space, but also an expanding set of clinical services dedicated to pain management as well as strengthened relationships with Emerson Hospital and at our satellite location at Mass General West. On behalf of my colleagues, I can say with confidence that, as we look to the future, we are enthusiastic about the strength of the staff of this center and their proven leadership in the field of pain management."

For more information about the MGH Center for Pain Medicine, call 617-726-8810. ■

Christopher's Haven celebrates milestone

FOUNDED IN 2001 by three-time cancer survivor Dan Olsen, Christopher's Haven is a home away from home for children undergoing cancer treatment at MassGeneral Hospital *for* Children (MGH*f*C) and their parents and siblings. The charity offers affordable, comfortable and fully furnished accommodations for families requiring temporary stays in Boston.

Conveniently located across the street from the main campus at One Emerson Place, the Christopher's Haven apartments first opened in 2006 with just one apartment. Thanks to generous support from friends and donors, the organization now fully occupies the entire second floor of the apartment building, having recently leased its seventh apartment.

Friends, supporters and MGH*f*C caregivers gathered Nov. 6 in the Christopher's Haven community room to celebrate the milestone. Olsen and Martha Welsh, Christopher's Haven executive director, welcomed guests and thanked them for their support and encouragement. Special guests included Howard Weinstein, MD, chief of Pediatric Hematology-Oncology; Jay Loeffler, MD, chief of Radiation Oncology; and Ronald Kleinman, MD, MGH*f*C physician-in-chief.

"Years ago, it was evident that pediatric cancer care at MassGeneral Hospital *for* Children was growing and would continue to do so," said Weinstein. "But there was a gap in our program. Families requiring temporary housing in Boston were finding it challenging to locate something affordable, comfortable and nearby. That's where Dan stepped in. It's hard to believe we didn't have Christopher's Haven before. It's been a dream come true. On behalf of the MGH and our patients and their families, thank you Dan and congratulations on this milestone occasion."

For more information about Christopher's Haven, visit *www.christophershaven.org.*

A SAFE HAVEN: From left, Weinstein, Kleinman, Maria DeLuca, a supporter of Christopher's Haven, and Olsen

– Nursing

(Continued from page 1)

colleagues and the profession. Nurses from across the country are nominated by peers, managers, nursing students and patients. A national winner is selected from a pool of nine regional winners in each of six categories – Advancing and Leading the Profession, Clinical Care, Community Service, Management, Mentoring, and Teaching. Nominations are blinded and judged by a national advisory board of *Nursing Spectrum* members.

Good and Keeley were honored at a Nov. 12 celebration held in the MGH Trustees Room with *Nursing Spectrum* Editor-in-Chief Judith S. Mitiguy, RN, MS, formally presenting the two with their awards and framed copies of the magazine's announcement.

Submit news tips and story ideas to MGH Hotline

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WHAT'S HAPPENING

Hotline schedule change

Due to the Thanksgiving holiday, *MGH Hotline* will not be published Nov. 27. The regular printing schedule will resume Dec. 4.

Mass General Imaging opens new facility

Mass General Imaging is pleased to announce the opening of its new outpatient imaging facility, Mass General Imaging Chelmsford. Located at 43 Village Square in Chelmsford, the community-based imaging center will include digital screening mammography, general ultrasound and digital X-ray. All images are read by subspecialized MGH radiologists. For more information, visit *www.massgeneralimaging.org* or call 978-256-3553.

Research nurse roundtable

The MGH Clinical Research Program is sponsoring a research nurse roundtable Nov. 24 from 12:15 to 1:15 pm in the Simches Research Center, Room 2.120. The mission of the roundtable is to provide a forum for nurses who work in clinical research to discuss issues common to their practice. To register, access *http://hub.partners.org/catalog*. For questions about the roundtable, contact Linda Pitler, RN, MSN, CCRC, at 617-643-0686. For questions about registration, contact Hillary Dearborn at 617-726-3310.

MGH Senior HealthWise

MGH Senior HealthWISE will offer a free hypertension screening for seniors ages 60 and older Dec. 7 from 1:30 to 2:30 pm at the Hill House, 127 Mt. Vernon St. For more information, call 617-724-6756.

K23 and K08 grant workshop

The MGH Clinical Research Program is sponsoring "Workshop for K23 and K08 Grant Applicants" Nov. 30 from 3:30 to 4:30 pm in the Simches Research Center, Room 3.120. Faculty will cover some of the unique aspects of writing a mentored grant in detail. The application for these grants will be reviewed, followed by a panel discussion and question-and-answer session in anticipation of submissions for February deadlines. To register, visit *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

Eldercare discussion group

The Partners Employee Assistance Program (EAP) will host the last eldercare discussion group of the year Dec. 8 from noon to 1 pm in the Yawkey Center, Room 10-650. Janet T. Loughlin, LICSW, CEAP, of Partners EAP, and Barbara Moscowitz, LICSW, MGH geriatric social worker, will facilitate. Attendees are invited to bring their lunch. For more information, call 617-726-6976 or visit *www.eap.partners.org*.

Char Broiler

SERVING UP SMILES: From left, Nutrition Service Coordinators Kenrick Russell, Supervisor Paulette Gordon, Nellie Dixon, Cathy Jo Saball and Clarke

Serving quality and safety at every meal

EACH DAY, nutrition service coordinators (NSCs) serve approximately 3,000 meals to patients across the hospital. They assist patients with menu selections; assemble, deliver and serve the meals; and collect used trays afterward – all while practicing excellent hand hygiene both before and after contact with the patient or patient's environment.

Their success story began in 2004. Working with members of the Stop the Transmission of Pathogens (STOP) Task Force, Nutrition and Food Services leaders developed educational sessions to improve NSC hand hygiene practices and compliance. NSCs from every inpatient floor attended a session and made a commitment to ensure patient safety by practicing hand hygiene – using Cal Stat both before and after contact. To support the lessons learned, supervisors in the department now conduct routine surveys, rewarding employees who consistently do well and offering further guidance to those in need of improvement.

The success of their quality and safety efforts is apparent. Over the past year, NSCs have demonstrated some of the highest hand hygiene compliance rates in the hospital, even reaching 100 percent compliance on several occasions.

"I practice hand hygiene because I want to be the best NSC I can be," says Neitia Clarke.

For more information about MGH's hand hygiene program, contact Judy Tarselli, RN, at 617-726-6330 or *jtarselli@partners.org*.

12.04.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

ROSE BUDS: Standing, from left, McGillivray, Kaban, Allen, Wiener-Kronish and Spring. Seated, from left, Austen, Lancaster, Connery and Speakman

Facing a Better Future

The MGH and ROSE Fund assist survivors of domestic abuse

WHEN SHE LOOKED IN THE MIRROR, the long jagged scars running across her cheek reflected back at her, a disturbing reminder of the physical and emotional abuse she suffered at the hands of the father of her children. Although she was in a safe place and ready to move on with her life – she had safely left her boyfriend a year ago and was looking for a job – she felt ashamed of the visible evidence of the abuse she had endured.

For many women who have suffered abuse from an intimate partner, the physical scars and other medical or dental issues that result serve as dreadful reminders of their painful past. Often, these scars and other concerns can physically and emotionally impede a woman's efforts to rebuild her life.

To empower women who have broken the cycle of domestic violence in their lives, the Regaining One's Self Esteem (ROSE) Fund of Boston helps survivors receive corrective medical and dental procedures and surgeries, cash awards and scholarships. Founded in 1992, ROSE has had an impact on the lives of more than 350 women, linking them to physicians and hospitals across the city for reconstructive care for domestic abuse injuries.

(Continued on page 2)

Promoting the benefits of Pap smears

THE INSPIRATION for creating the CBS Cares public service Pap smears web campaign – featuring MGH Department of Obstetrics and Gynecology Chief Isaac Schiff, MD, and gynecologic surgeon Marcela G. del Carmen, MD, MPH – began when a CBS Cares producer overheard a conversation between two women while dining at an Italian restaurant in Manhattan's West Village.

"I was waiting for my appetizer, when I overheard two women diners talking about Pap smears," writes the producer in a narrative on the CBC Cares website. "The one in her 40s said she hated Pap smears. The one in her 30s enthusiastically agreed. And they both said they do whatever they can to postpone them."

Compelled to find a way to change the mindset of his fellow diners and the many other women with similar opinions, the producer reached out to Schiff, who he describes as "a legendary gynecologist at Harvard Medical School and the Massachusetts General Hospital with whom CBS Cares had worked

(Continued on page 3)

– ROSE Fund

(Continued from page 1)

The MGH has informally worked with ROSE for several years. In September, the hospital signed a two-year agreement with the organization to donate services to women referred through ROSE who are in a safe place, meaning free of the relationship for at least one year, and who would not otherwise have the financial means for corrective procedures. Under the newly structured plan, MGH physicians and nurses from the departments of Plastic Surgery; Anesthesia, Critical Care and Pain Medicine; and Oral and Maxillofacial Surgery will provide reconstructive procedures ranging from scar removal to chipped tooth corrections to aesthetic surgeries.

The agreement between the MGH and ROSE began with a simple phone call a year ago from Missy Allen, a manager at Massachusetts Eye and Ear Infirmary and a member of the ROSE board of directors, to Elizabeth Speakman, LICSW, director of HAVEN, an MGH domestic violence program.

"Missy let us know that the waiting list for women from the ROSE Fund hoping to receive surgeries at Mass Eye and Ear was extremely long," says Speakman. "She proposed the idea of formalizing the relationship that the MGH has had with ROSE to help accommodate these women."

With the seed for an official agreement planted, Speakman sought assistance from Jim Heffernan, MGPO chief financial officer. As a longtime member of the MGH Domestic Violence Working Group and Men Against Abuse group, Heffernan understood the long-term impact that domestic violence injuries and scars can have on women working toward regaining their self-sufficiency and self-esteem. Heffernan led efforts to establish the MGH agreement with ROSE and ran the proposal by Jay William Austen Jr., MD; Leonard Kaban, MD, DMD; and Jeanine Wiener-Kronish, MD, the chiefs of Plastic Surgery; Oral and Maxillofacial Surgery; and Anesthesia, Critical Care and Pain Medicine, respectively. The physicians and MGH leadership quickly and wholeheartedly endorsed the creation of a formal agreement with ROSE.

Says Heffernan: "This partnership would not have come to fruition without the support of Ann Prestipino, Nancy Connery, Liz Lancaster, Steve Spring, John McGillivray and all of the physicians who supported it. This was a wonderful example of the collaborative and supportive nature of the hospital making a tremendous difference in the lives of women in our communities."

The members of ROSE also are grateful. "This arrangement with the MGH is very exciting for all us of at ROSE," says Dan Walsh, ROSE chairman and executive director. "We were thrilled with how quick and seamless the process was. Liz Speakman, Jim Heffernan, Ann Prestipino and all of the heads of the services important to the care of these patients were completely devoted to making this happen. We are absolutely delighted to embark on this journey with the MGH."

Since the agreement was signed, two referrals already have been made to the MGH, and the women soon will receive consultations with physicians before undergoing corrective procedures.

For more information about the ROSE Fund, access *www.rosefund.org*. For more information about domestic violence, call HAVEN at 617-724-0054 or the Massachusetts domestic abuse hotline at 877-785-2020. ■

MGH volunteer helps save local boy

GREG WALSH, an MGH volunteer, was walking home along Charles Street when he first heard the cries.

At first, he didn't think much of the noise coming from the other side of the street. But when he looked again, he saw that a woman who seemed to be the mother of the crying boy was struggling to run down the street with him in her arms. Walsh crossed over to help. As he approached, asking if he could help carry the boy, he realized the child had several severe cuts on his arms and wrists and was losing blood quickly.

The mother agreed to let Walsh carry her son. She instructed him to keep the child's arm elevated to slow the bleeding. Knowing exactly where to take the boy, Walsh began running down Charles Street toward the MGH as fast as he could. The child's mother followed closely behind.

EXCELLENCE IN ACTION: Walsh with Quinn

"After we had sprinted about a half a mile, my legs started to feel like jello," says Walsh. "But in my head I knew I could not stop with this boy – whose name I still didn't know at the time – because the amount of blood he was losing could mean the difference between life and death."

Walsh would later learn the boy's name was Quinn Cousineau, and his mother was Laura. Four-year-old Quinn had slipped while trying to push open a store door. The glass pane had shattered and his arm had gone right through.

Walsh raced into the MGH Emergency Room, where he and Quinn were met by throughput nurse Marlena Dipre, RN. Emergency Services staff members Chris DePesa, RN, and Mindy Sherman, MD, provided initial care for Quinn, along with Lorrie Jacobsohn, RN, a psychiatric clinical nurse specialist. Surgical fellows Genevieve Boland, MD, PhD, and Tiffany Chao, MD, MPH, treated him with a total of 26 external and nine internal stitches.

After Quinn was treated, Dipre brought Walsh in to see how the little boy was doing. Overcome with relief, Cousineau and Walsh stood at Quinn's bed, crying and hugging one another.

"The scene brought a tear or two to this veteran emergency nurse's eyes," says Dipre.

"Greg is a hero, as are each of the MGH staff members who cared for Quinn," says Cousineau. "My husband and I are so thankful for their help."

For his service and compassion, Walsh received an Excellence in Action Award from MGH President Peter L. Slavin, MD, on Nov. 3. ■

WOMEN LEADERS: From left, Rimm, Chapman Moss, Finlay and Reeve

Women in Leadership event highlights keys to "balance"

MANAGING CAREERS, raising children, spending quality time with partners, contributing to their communities and staying relatively sane throughout it all is a juggling act many working women struggle with each day. To offer several approaches toward reaching harmony among these and other variables in many women's lives, the MGH and MGPO Women in Leadership Program hosted "Decisions that Achieve Balance" on Nov. 4 at the Holiday Inn Select.

At the packed evening event, approximately 200 female managers and supervisors heard the personal and professional stories shared by a panel of guests speakers, which included Allison Rimm, MS, vice president of Strategic Planning and Information Management; Mary Finlay, MBA, deputy chief information officer for Partners Information Systems; Susan Chapman Moss, MPH, executive director of the Department of Anesthesia, Critical Care and Pain Medicine; and Pam Reeve, MBA, vice chair of the MGPO Board of Directors and chair of The Commonwealth Institute. They shared their experiences, challenges and the strategies that helped them embrace their full leadership potentials while managing families, relationships and giving back to community causes close to their hearts.

Among the words of advice were the following:

- "People with whom you work make all the difference in helping you balance work and family life. If you have a choice of job offers, go for the environment in which your colleagues and superiors will support your creativity and professional development as you move through the various phases of your life."
- "Discover your career 'sweet spot.' Find this career niche where you excel, love the work and truly thrive."
- "Balance every day is a myth. The trick is keeping aware of how you are spending your time and energy over a period of time. If your schedule is devoted completely to work and not enough to family for one day, that's OK, but if this continues over a period of a month, then strive to spend more time with family so that you can achieve balance over a period of time."
- "Maintain your sense of humor."
- "Don't be afraid to say 'no' to taking on new commitments at work, in your community or with your family. It's important to remember that saying 'yes' to one thing means saying 'no' to another. Be true to yourself and make a conscious choice before answering the request."

"This event was more than just bringing together amazing women in leadership," says Rimm, who also served as moderator. "With remarkable candor, all of our panel members and many of the attendees opened up to share their struggles and some great ideas about how to achieve that elusive sense of balance. It all comes down to knowing who you are and making choices that are in harmony with your core values. Since that varies by individual, it was wonderful to have a panel that included women at various stages in their careers."

The Women in Leadership Program brings together MGH women in management roles to network, build relationships and share stories about leadership. The event was sponsored by the MGPO Professional Billing Office (PBO).

For information about future events, contact Rosemary Sheehan, director of the PBO, at *rrsheehan@partners.org* or Nicole Green, associate director of MGPO Quality and Service Excellence at the PBO, at *ngreen2@partners.org.* ■

– Pap smears

(Continued from page 1)

on other women's health issues."

Schiff shared his insight during that call – which happened to occur on the eve of the American College of Obstetricians and Gynecologists' (ACOG) announcement of the new Pap smear recommendations – saying that many women, especially those who are older, think it's all right to skip their Pap smears, sometimes with fatal consequences. He wholeheartedly endorsed that all women should have regularly scheduled Pap smear tests.

Joining the conversation, del Carmen added that Pap smears remain one of the most important health screenings a woman can have. An essay written by del Carmen also is featured on the CBS Cares webpage and includes information about the incidence of cervical cancer and death rates among Hispanic-Latino and African American groups and addresses the ACOG's new guidelines.

"It is of critical importance to fold these underserved populations into Pap smear screening programs and educate them on the role Pap smears play in preventing cervical cancer and subsequently saving lives," she writes. "Cervical cancer is a preventable disease with the use of Pap smear screenings. We implore you to be vigilant in protecting your health by calling your doctor and scheduling your Pap smear today!"

To view the complete segment by the producer and essay by del Carmen, access *http://www.cbs.com/cbs_cares/pap_smear.*

WHATS HAPPENING

MGH holiday receptions

MGH staff and employees are invited to celebrate the upcoming holiday season with refreshments, music and holiday cheer during receptions hosted by Peter L. Slavin, MD, MGH president, Dec. 8 from 12:30 to 1:30 pm in the Central Lobby of CNY Building 149 and Dec. 10 from 2 to 3:30 pm in the North and East Garden Dining Rooms and 10 to 11:30 pm in the Main Corridor. Additionally, the MGH General Store is offering holiday sales Dec. 8 from 8:30 am to 7:30 pm, Dec. 10 from 10 pm to 12:30 am and Dec. 19 from 6:30 to 9 pm. The General Store at Yawkey also will hold a holiday sale Dec. 3 from 8:30 am to 6 pm.

Deadline extended for the Nathaniel Bowditch Prize

The nomination deadline for the 2010 Bowditch Prize has been extended to Jan. 15. The $5,000 award is presented annually to an MGH employee who has made a significant contribution to improving the quality of care at the hospital while reducing the cost of such care. Nomination forms are available by contacting Suzanne Williams at 617-726-8254 or *swilliams7@partners.org*.

MGH 1811 Submit news tips and story ideas to MGH Hotline

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Seminar on working with non-English speaking subjects

The MGH Clinical Research Program, the Partners Human Research Committee and MGH Interpreter Services are sponsoring a luncheon seminar, "Consenting and Working with Non-English Speaking Subjects," Dec. 9 from noon to 1 pm in the Simches Research Center, Room 3.110. Rosalyn Gray of Partners Research Management and Anabela Nunes of MGH Interpreter Services will describe how to schedule medical interpretation services, access emergency interpreter services and work with medical interpreters within the context of clinical research. Lunch will be available at 11:45 am. To register, access *http://hub.partners.org/catalog*. For questions, contact Lauren Michaels at 617-726-5010.

DSC/MAO/Schwartz Center film series

The Disparities Solutions Center (DSC), Multicultural Affairs Office (MAO) and the Kenneth B. Schwartz Center are co-hosting "Environment, Education and Empowerment: Improving Nutrition and Addressing Obesity in Vulnerable Communities" Dec. 16 from 5:30 to 7:30 pm in the O'Keeffe Auditorium. The event will feature the documentary "Nourishing the Kids of Katrina: The Edible Schoolyard." Robert Lee Grant, the film director and producer, will join a panel of experts following the screening. Refreshments will be served. To register, e-mail *disparitiessolutions@partners.org*.

Seminar on pharmacogenomics

The MGH Clinical Research Program, MGH Center for Human Genetics Research and the Harvard Catalyst are sponsoring "Adding Pharmacogenomics to Clinical Investigation: A Practical Guide" Dec. 9 from 1:30 to 5 pm in the Simches Research Center, Room 3.110. Faculty will discuss the diverse ways pharmacogenetic studies have been conducted, from small translational studies to clinical trials to large-scale cohort studies. They will address key principles necessary for clinical researchers to design, conduct and analyze such studies. To register, access *http://hub.partners.org/catalog*. For questions, contact Suzanne Guerette at 617-724-2900.

MGH Senior HealthWISE

MGH Senior HealthWISE will host a free lecture for seniors ages 60 years and older, "Cataracts," Dec. 10 from 11 am to noon in the Haber Conference Room. Speaker Parag Parekh, MD, of Ophthalmic Consultants of Boston, will present. For more information, call 617-724-6756.

Schedule of holiday services

The MGH Chaplaincy is hosting several holiday services, including candle lightings for Hanukkah at 4 pm from Dec. 11 through 19, with special services at 11 am on Dec. 11 and Dec. 18; a Christmas Day Christian service at 12:15 pm on Dec. 25; and Roman Catholic masses as regularly scheduled at 4 pm Dec. 24, 25, 31 and Jan 1. All services will be held in the MGH Chapel on Ellison 1. The MGH Chaplaincy also will host its annual holiday songfest Dec. 17 from noon to 1 pm in the Main Corridor. For more information, call 617-726-2220.

Nobel Prize ceremonies to be webcast live

MGHers will be able to watch history in the making as Jack Szostak, PhD, of the MGH Department of Molecular Biology and the Center for Computational and Integrative Biology, and his co-recipients of the 2009 Nobel Prize in Physiology or Medicine give their Nobel lectures in Stockholm Dec. 7 from 7:30 to 9 am EST and receive their prize during a ceremony Dec. 10 at 10:30 am EST. Both events will be webcast live at *http://nobelprize.org*. MGH employees are invited to join the Nobel festivities Dec. 10 at the Simches Research Center, third floor, with a 10 am video clip round-up of the Nobel Prize announcement events followed by the 10:30 am live broadcast of the Nobel ceremony in Stockholm. Throughout the day, MGHers also can enjoy a taste of Sweden at the Eat Street Café, which will be featuring Swedish and Nobel-themed food, games and items.

IN GENERAL

Carmen Vega-Barachowitz, MS, CCC-SLP, director of the Department of Speech, Language, Swallowing and Reading Disabilities, has been named one of the American Speech-Language-Hearing Association's Diversity Champions. Vega-Barachowitz is being recognized for her leadership on multicultural issues, including her role in developing programs to recruit a diverse and multilingual staff to meet patient needs.

Patrica Guglietta, MD, a physician at the MGH Chelsea HealthCare Center, was named a finalist for the Compassionate Caregiver Award by the Kenneth B. Schwartz Center. The award recognizes a Massachusetts caregiver who exemplifies the mission of the Schwartz Center in supporting and advancing compassionate health care. Guglietta, who also was once a social worker, is known for both her clinical acumen and her kindness.

Andrew Brack, PhD, of the Center for Regenerative Medicine, and **Johnathan Whetstine, PhD,** of the Center for Cancer Research, are recipients of the 2009 New Scholar in Aging Awards from the Ellison Medical Foundation. The awards, given to young scientists with exciting potential for breakthroughs in aging, provide up to $100,000 per year for a four-year period. Brack's work will focus on the regulation of muscle stem cell homeostasis during aging, while Whetstine's research will explore the relationship of genomic instability to reduced lifespans.

Rob Sheridan, MD, of the MGH Division of Burns and the Shriners Hospital for Children, has been elected president of the American Burn Association. Founded in 1967, the American Burn Association represents burn units and providers in the United States, Canada, Europe, Asia and Latin America. Its next annual meeting will be held in Boston from March 9 through 12.

12.18.09

MGH HOTLINE

A PUBLICATION FOR EMPLOYEES AND STAFF OF THE MASSACHUSETTS GENERAL HOSPITAL

The Most Wonderful Time of the Year

MGH STAFF AND EMPLOYEES gathered to exchange greetings for the season at the 2009 holiday receptions hosted by Peter L. Slavin, MD, MGH president. Cheerful music and festive treats provided by MGH Nutrition and Food Services abounded at the celebrations, which were held Dec. 8 at Charlestown Navy Yard and Dec. 10 at the main campus for day- and late-shift employees. ■

12.18.09

MassGeneral Hospital for Children

HERE COMES SANTA CLAUS: Santa and his helpers at MGH*f*C

Santa's sleigh stops at MGHfC

SANTA CLAUS AND HIS HELPERS made an early trip from the North Pole Dec. 14 to bring holiday cheer and gifts to the young patients at MassGeneral Hospital *for* Children (MGH*f*C). Dressed as Santa, Kevin Raskin, MD, and other staff members from the MGH Department of Orthopædics delivered toys and games to children of the Pediatric Hematology-Oncology Unit, the Francis H. Burr Proton Therapy Center, the Pediatric Intensive Care Unit and Ellison 17 and 18. More than 50 gift bags were distributed with items and treats donated by the Orthopædics staff and other MGH departments including Imaging, Nutrition and Food Services, and the Gift Shop.

"It's our pleasure to do this every year," says Crystal Moore, an Orthopædics patient services coordinator who has helped organize the event for the past four years.

"The look on the childrens' faces is inspiring and truly priceless," adds Raskin. "The smiles alone reflect the true meaning of the holidays." ■

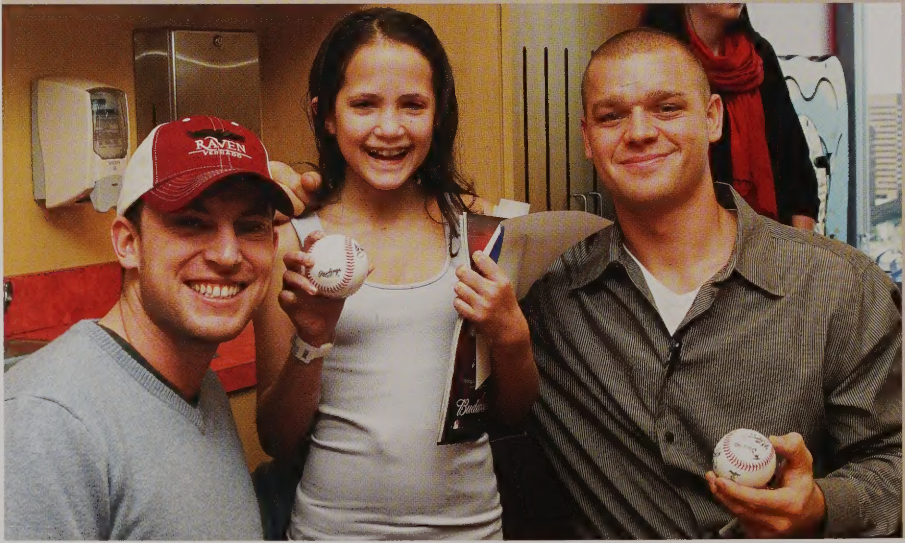
The MGH joins in the magic of

WITH ALL THE POMP of one of the world's greatest honors, the Nobel Prizes were awarded Dec. 10 in Stockholm, Sweden, and Oslo, Norway. Every year the coveted prizes are presented to individuals who have made landmark discoveries in or contributions to the fields of physiology or medicine, physics, chemistry, economics, literature and peace. The MGH community was particularly interested in following this year's Nobel Week festivities, as one of its own – Jack Szostak, PhD, of the Department of Molecular Biology and the Center for Computational and Integrative Biology – is a co-recipient of the 2009 Nobel Prize in Physiology or Medicine.

Szostak and his fellow laureates were honored during a full week of scientific and cultural events in Stockholm. On Dec. 7, he and co-recipients Elizabeth H. Blackburn, PhD, of the University of California at San Francisco, and Carol W. Greider, PhD, of the Johns Hopkins

NOBEL TREATS: From left, Joe Mikols, Jim Quirk, Deb Sullivan, Nancy Hunsberger, Marie Mentor and Latoya Glover, all of MGH Nutrition and Food Services, at the Nobel display at Eat Street Café

Pediatric patients celebrate holidays with Red Sox players



THE RED SOX "HOLIDAY CARAVAN" made a stop at MassGeneral Hospital *for* Children (MGH*f*C) Dec. 11 to celebrate the season with the pediatric patients on Ellison 18. Red Sox players who joined in the holiday visit were Michael Bowden and Jed Lowrie, as well as coaches Dave Magadan and Ron Johnson. To the delight of the children, Wally the Green Monster also appeared, offering high-fives and hugs while players and coaches autographed baseballs and chatted with the young patients.

"It's so wonderful of them to come by and spend time with the kids," said Kathleen Rufo, whose daughter Elizabeth was thrilled to meet and talk with the Red Sox stars.

HAVING A BALL: From left, Lowrie, MGH*f*C patient Elizabeth Rufo and Bowden

he Nobel Prize festivities

University School of Medicine, delivered their Nobel lectures describing aspects of the work that led to the discovery of telomerase, an enzyme that builds and maintains the protective caps at the tips of chromosomes.

The week culminated with the Dec. 10 presentation of the Nobel medals and diplomas at the Stockholm Concert Hall. Szostak, Blackburn and Greider joined other laureates, past and present, along with distinguished guests including members of the Swedish Royal Family, the Royal Swedish Academy of Sciences, the Karolinska Institute and the Nobel Foundation. Later that evening, the festivities concluded with the majestic Nobel Banquet at Stockholm City Hall.

MGH employees were able to share in the excitement by watching live webcasts of the week's events. At a special viewing of the award ceremony in the Richard B. Simches Research Center auditorium, MGHers proudly applauded as Szostak received his Nobel Prize from King Carl XVI Gustaf of Sweden. Both the ceremony and all of the Nobel lectures can still be viewed at *http://nobelprize.org/award_ceremonies/events_2009.html.*

On Dec. 10, the Nobel Prize was celebrated at MGH's Eat Street Café with menus featuring Nobel- and Swedish-themed dishes such as the Jack Szostak burger, Stockholm pan-seared salmon, Swedish meatballs, Baltic seadog basket, cardamom-banana muffins and Nobel pizza. The café also hosted a "Guess the Number of Swedish Fish" contest for the chance to win a $50 gift card to the MGH eateries. The winner of the contest was Michael Fifer, MD, of the MGH Heart Center, who guessed 4,361; the actual number was 4,332.

"It was an unbelievable honor to receive the Nobel Prize, and the celebrations in Stockholm were wonderful and beyond anything I could have imagined," says Szostak, who continued meeting with European reporters and giving lectures at major research universities during the following week. ■

A NOBEL HONOR: Szostak at the Nobel Prize Award Ceremony in Stockholm

COPYRIGHT © THE NOBEL FOUNDATION 2009, PHOTO: HANS MEHLIN

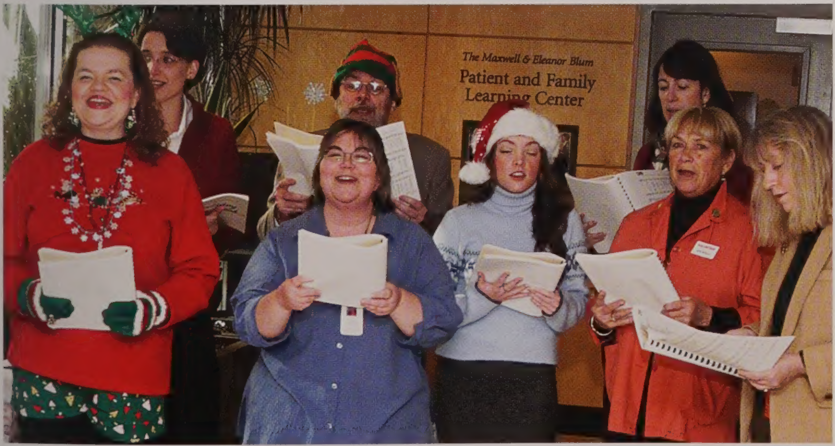
MGH Chaplaincy's Holiday Songfest celebrates the season

THE DEC. 17 HOLIDAY SONGFEST, sponsored by the MGH Chaplaincy Department, brought the joyous sounds of the season to the hospital community. Each year, MGH Chaplaincy staff members gather with their songbooks in the Main Corridor, where they are joined by a pianist to sing a variety of festive and merry songs. The annual event began 15 years ago.

"It is such a lovely, informal event," says Michael McElhinny, MDiv, director of the MGH Chaplaincy. "People hear the music and stop to join us. It's wonderful to see patients, employees and visitors smile and ease a bit of their stress with music. It builds some holiday spirit into their busy day."

Adds Gina Murray, manager of the MGH Chaplaincy: "We always have extra songbooks for those who would like to join us. This year, we let the hospital community know that we were hosting a 'Best Dressed for the Holidays' contest, where the most festively attired person who joined in the singing received a box of Godiva chocolates. We saw many holiday hats, scarves and sweaters! It was great fun."

For more information about the MGH Chaplaincy, call 617-726-2220. ■



SONGS OF SEASON: MGHers filled the Main Corridor with joyful music.

WHAT'S HAPPENING

Smoking cessation programs

The MGH Tobacco Treatment Service will offer seven-week smoking cessation programs Wednesdays at 5:30 pm beginning Jan. 6 and Thursdays at noon beginning Jan. 14. Topics of the one-hour sessions will include preparing to quit, coping with stress without cigarettes, preventing weight gain and maintaining a smoke-free life. Low-cost nicotine patches and/or gum will be available with written approval from a primary care physician. Registration is required with a registration fee, which is on a sliding scale. For more information or to register, call 617-726-7443.

Graves' disease support group

A support group meeting for patients and families affected by Graves' disease will be held Jan. 21 at 6:30 pm at the Massachusetts Eye and Ear Infirmary, 7th floor. Attendees will be able to share thoughts and concerns about the illness, and several physician speakers will present on the latest treatments. For more information or to register, call 617-573-5548 or e-mail *rose_shea@meei.harvard.edu.*

HIPAA seminar for researchers

The MGH Clinical Research Program and Partners Health Information Services are sponsoring a seminar, "Beyond HIPAA: New Privacy and Security Rules and What Clinical Researchers Need to Do," Jan. 13 from noon to 1 pm in the Simches Research Center, Room 3.110. Paula Moran, of the MGH Privacy Office, will discuss new HIPAA regulations and how they apply within the clinical research setting. This presentation will include real-life examples, ways to prevent reportable privacy breaches and how the MGH Privacy Office can help. To register, visit *http://hub.partners.org/catalog.* For questions, contact Lauren Michaels at 617-726-5010.

MGH Senior HealthWISE

MGH Senior HealthWISE will offer a hypertension screening for seniors ages 60 years and older Dec. 28 from 1:30 to 2:30 pm at the West End Library, 151 Cambridge St. For more information, call 617-724-6756.

Winter 2010 computer training schedule

Partners Information Systems Training has released its winter 2010 computer class schedule. To register, visit *https://ibridge.partners.org* and select the following: Self Service > Employee > Tasks > Request Training Enrollment > Search by Course Code. Then enter "ISM" in capital letters and search by course code to view available sessions. Employees are encouraged to register for classes as soon as possible. For more information, contact the Help Desk at 617-726-5085.

Change in *MGH Hotline* schedule

Due to the Christmas and New Year's holidays, *MGH Hotline* will not be published Dec. 25 and will be published Dec. 31 instead of Jan. 1. The regular printing schedule will resume Jan. 8.

IN GENERAL

Jon J.P. Warner, MD, chief of the Harvard Shoulder Service at the MGH, has been elected president of American Shoulder and Elbow Surgeons. Warner is currently vice president of the organization, which seeks to foster and advance the science and practice of shoulder and elbow care.

MGH 1811

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WINNING SMILES: From left, Sturm, MGH*f*C patients Chris Stubaus and Ryan Dibattista, Ryder and Hunwick

Bruins players bring smiles and gifts to young patients

BOSTON BRUINS PLAYERS Marco Sturm, Michael Ryder and Matt Hunwick traded in their hockey helmets for festive hats Dec. 15 during their annual toy delivery to MassGeneral Hospital *for* Children (MGH*f*C).

The Bruins players and coaches, the Boston Bruins Foundation and Volvo collected an estimated $18,000 worth of toys and gifts to donate to local hospitals, including MGH*f*C. Donning their team jerseys, the three players presented gifts, signed autographs and posed for pictures with young patients.

Several MGH*f*C patients had attended a game the day before through "Patrice's Pals," a program established by Bruins player Patrice Bergeron to bring pediatric patients to events as VIP guests. The special evening had included the opportunity to meet Bergeron, and the patients were particularly excited to meet more players the following day.